VOLUNTARY ORGANIZATIONS IN THE HAMILTON DISTRICT: A PROFILE

A REFERENCE MANUAL, INCLUDING
RESEARCH RESULTS, DISCUSSIONS AND
RECOMMENDATIONS FOR THE FUTURE

COMPILED BY: ROBERT KENDRICK (PROJECT MANAGER)
CHARLOTTE RAYNE
TRACY BROWN MORRISON
ANNE MARIE PARISI

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155 James Street South, Suite 402 - Hamilton, Ontario - L8P 3A6
Telephone: [illegible]

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PREFACE

The following publication is designed to serve as an easy reference guide to the results of the "Profile of Voluntary Organizations" survey conducted by the Volunteer Bureau of the Social Planning and Research Council of Hamilton and District.

Results are reported, for the most part, on even-numbered pages in a table format. These are then summarized with points of interest noted on the opposite or odd-numbered pages.

At the end of the report, one will find some discussion of the overall results and recommendations arising from the survey.

A Table of Contents is included for easy reference.

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INTRODUCTION

Since its inception in 1963, the Volunteer Bureau has been attempting to meet the needs of the voluntary community and social service agencies. What this has meant, for many years, has been the recruitment, screening, and referral of volunteers to agencies' programs.

At one time, this involvement alone would have been satisfactory. Today, however, an increased complexity in the scope and nature of voluntary activity has necessitated a more sophisticated response on the part of the Volunteer Bureau.

Successful volunteer activity involves more than simply recruiting a volunteer and assigning them to a job. Volunteers themselves are now undertaking tasks which can be very demanding and challenging in terms of the skills and qualities required to do the work properly. To support this increasingly valuable resource, volunteer program planners must recognize and prepare to answer the emerging need for more extensive training and support of volunteer work, to offer a chance for change and growth within programs for volunteers wanting to learn and advance their role or responsibilities, and to recognize and reward those volunteers for contributions they make to the service. Many co-ordinators recognize these needs and are struggling to ensure their programs offer this response to their volunteer members.

The response on the part of the Volunteer Bureau to assist agencies in meeting this challenge has, however, been limited. Several factors can account for this. First, time and resources have, as with many other organizations, limited the scope within which the Bureau can work. Secondly, the necessary background information to (a) justify the service and (b) plan out the involvement has not been obtained. Further information on various elements of agencies' volunteer programs was an essential ingredient in any recipe for change.

With this in mind, the Volunteer Bureau set out to undertake a major research project that would:

(a) determine the need for projected services of the Volunteer Bureau;

(b) determine the problem areas in the volunteer programs of agencies and groups;

(c) determine the effectiveness of Volunteer Bureau efforts in servicing these groups;

(d) assist in the development of a better understanding of voluntayy activity in the city of Hamilton; and

(e) update Volunteer Bureau records.

In May, 1981, support was received from the Summer Canada Employment Program of Canada Employment and Immigration Commission to pursue this endeavour.

METHODOLOGY

A sample was drawn from the Volunteer Bureau records of agencies which they were currently dealing with, or had dealt with in the past. This was supplemented by the Directory of Community Services, published by Community Information Services of Hamilton-Wentworth. All agencies in this directory which employed the services of volunteers were then added to the list of planned contacts drawn from Volunteer Bureau records.

From this master list, the following were eliminated:

(1) All the agencies that did not provide service within the boundaries of the city of Hamilton.

(2) Individuals, not agencies, who had filed requests for volunteers with the Volunteer Bureau.

(3) Those agencies which operated under the auspices of a larger agency which was included in the survey.

In addition, where an agency operated with several branches throughout the city (i.e., Hamilton Public Library, Y.M.C.A.), only one representative was selected for inclusion in the sample.

From this list, ten (10) agencies were selected for a pre-test. An attempt was made to select a pre-test sample that represented a wide range of agencies and services.

Upon completion of the pre-test, the questionnaire was revised and attempts were made to arrange personal interviews with the remaining one hundred and sixteen (116) agencies. Of these, one (1) agency was inoperative, five (5) refused to participate due to time limitations, and eleven (11) were unable to be contacted or arrange a mutually convenient time for an interview. Personal interviews were conducted with the remaining ninety-nine (99). These were completed between the last week in June and the first week in August, 1981.

Another phase of the research project required that each agency participating in the study be asked to complete an additional questionnaire that examined the need for projected services of the Volunteer Bureau. Originally, this was to be mailed out and completed prior to the scheduled interview. A postal disruption during the interview schedule, however, necessitated that most of the questionnaires be delivered at the time of the interview and either completed then or picked up at a later date. The former was very difficult to operationalize as the average interview took close to one hour to complete. To ask for another 10-15 minutes to answer a supplementary questionnaire was often too demanding. The later format was used more frequently and hence consumed a considerable amount of project staff time. In view of these difficulties, our response rate on this phase of the project of 81.8% was very high.

A third phase of the project involved interviewing a sample of community organizations and citizen groups. This will be dealt with in a separate section of this report (see page 69).

Statistical analysis was limited for all three phases of the project due to budget constraints which prohibited the use of a computer. Further, the anticipated use of the data did not require extensive statistical analysis at this point.

RESULTS

Results of this study will appear in three separate sections in this report. These will include:

(a) the results of the mail-out questionnaire on projected services of the Volunteer Bureau;

(b) the data collected through personal interviews at agencies about their programs; and

(c) the data collected through interviews with community organizations and citizen groups.

Occasionally, the reader will be directed to an earlier section in the report to compare results.

The Table of Contents (at the front of this report) and the Index (at the end of the report) will assist the reader in referring to certain topic areas. Most have been cross-referenced in the Index.

SECTION "A"

PROJECTED SERVICES OF THE VOLUNTEER BUREAU

AS COLLECTED THROUGH A MAIL-OUT QUESTIONNAIRE

(n=81)

RESOURCE MATERIALS

Respondents were asked if they, or someone else from their organization, would make use of an expanded resource library. Seventeen percent (17%) of the respondents would not and four percent (4%) did not respond. Seventy-eight percent (78%) said they would make use of it and three percent (3%) gave a conditional "yes". The specific areas of subject interest for these eighty-one percent (81%) are noted in Table 1.1.

Table 1.1 - Library Subject Interest (n=65 or 81%)

Recruitment	65%
Training	54%
Volunteer Management ...	49%
Publicity	45%
Program Development	39%
Retention	34%
Others	6%

Respondents were asked if they, or someone from their organization, would find a given list of additional resource material useful. The results, shown in Table 1.2, indicate the percentage of respondents who would find each resource useful.

Table 1.2 - Usefulness of Additional Resource Materials (n=81 or 100%)

Training Manual Inserts	65%
Films	63%
Speakers	57%
Film Projector	49%
Games, Workshop and Participatory Materials	48%
Slide/Tape Projector	47%

CO-ORDINATOR NETWORKING

Respondents were asked if they would be interested in a series of free, regular sessions where co-ordinators of volunteers could share information, problem-solve and/or explore areas of collective action on topics such as recruitment, programming and publicity. Table 2.1 indicates the results.

RESOURCE MATERIALS

Library:

Summary:

1. A considerable number of agencies (81%) responded positively in reporting that they would make use of an expanded resource library (3% of these being conditional).

2. Of these, the greatest subject interest was found to be in the area of recruitment (65%); an area of concern that will again surface elsewhere.

Additional Resource Material:

Summary:

1. Of all respondents, the greatest interest for additional resource materials was reported for training manual inserts such as general material on the role of volunteers in selected service areas, social change, community resources, advocacy, etc.

2. A considerable amount of interest was also shown for films and guest speakers on volunteerism.

CO-ORDINATOR NETWORKING

CO-ORDINATOR NETWORKING (cont'd)

Table 2.1 - Co-ordinator Networking (n=81 or 100%)

Would be interested	79%
Would not be interested ...	15%
No answer	4%
Don't know	3%

Respondents who were interested were asked if they could find the time to attend. The results are shown in Table 2.2.

Table 2.2 - Ability to Attend Co-ordinator Networking Sessions (n-64 or 79%)

Could find time to attend	89%
Could not find time to attend	
Could possibly find time to attend ...	2%
No answer	6%

CENTRALIZED INITIAL TRAINING

Respondents were asked if they would encouage their volunteers to attend training sessions on common and basic topics such as communication, listening and community resources. The results appear in Table 3.1.

Table 3.1 - Centralized Initial Training for Volunteers (n=81 or 100%)

Would encourage attendance	70%
Would encourage attendance, if relevant ...	1%
Would not encourage attendance	24%
No answer	4%
Don't know	1%

(cont'd) CO-ORDINATOR NETWORKING

Summary: 1. A considerable number of agencies (79%) expressed interest in the concept of co-ordinator networking. Of these, very few said they could not find the time to attend (3%), while 89% said they could find the time to attend.

CENTRALIZED INITIAL TRAINING

Summary: 1. There was a very positive response to this program area with 70% of the agencies saying they would encourage attendance by their volunteers and 1% saying they would, if the topics were relevant.

CENTRALIZED INITIAL TRAINING (cont'd)

Of those who would encourage attendance by their volunteers, respondents were asked if centralized initial training would save them time.

Table 3.2 - Time-Saving Value of Centralized Initial Training (n-58 or 71%)

Would save time	74%
Would possibly save time ...	-
Would not save time	10%
No answer	16%

Further, respondents were asked if they would be willing to help in the development of such training sessions.

Table 3.3 - Willingness to Assist in the Development of Centralized Initial Training Sessions (n=58 or 71%)

Would assist	62%
Would possibly assist ...	-
Would not assist	28%
No answer	10%

Finally, respondents were asked if they would see these sessions as an integral part of training for their volunteers.

Table 3.4 - Value of Centralized Initial Training for Volunteers (n=58 or 71%)

Would be integral part of training	71%
Would possibly be integral part of training ...	3%
Would not be integral part of training	17%
No answer	9%

...

Summary: 2. Again, a considerable number reported that they felt centralized initial training would save them time (74%).

3. Slightly less were the number of agencies willing to assist in the development of such programs (62%). Still, this figure represents a considerable number of agencies willing to assist with centralized initial training.

4. Many agencies indicating a strong interest in centralized initial training showed a marked preference (71%) for making it an integral part of their volunteer training program.

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* The concept of "centralized training" means co-operative inter-agency volunteer training within defined service areas. For example, agencies offering services in the medical, educational or counselling field designing basic training programs applicable to all volunteers working in that selected service field.

CENTRALIZED INITIAL TRAINING (cont'd)

Amongst those respondents who would not encourage attendance by their volunteers (24%), there were several explanations for their response. These are recorded in Table 3.5.

Table 3.5 - Reasons for Not Encouraging Attendance of Volunteers (n=19 or 24%)

Programs too specialized for centralized training to work ...	53%
Volunteers would not be interested	11%
Not applicable	11%
Time constraints	5%
No answer	21%

CENTRALIZED ONGOING TRAINING

Respondents were asked if they would encourage attendance by their volunteers to one or a series of centralized ongoing training workshops. Possible topics that were suggested were the legal system, advocacy, the family, correction, and the health care system. The results are indicated below.

Table 4.1 - Centralized Ongoing Training (n=81 or 100%)

Would encourage attendance	74%
Would encourage attendance, if relevant ...	5%
Would not encourage attendance	19%
No answer	3%

Those who would not encourage attendance by their volunteers gave the following explanations.

Table 4.2 - Reasons for Not Encouraging Attendance of Volunteers (n=15 or 19%)

Not relevant to service of agency	40%
Volunteers would not be interested or have time ...	20%
Volunteers trained enough as is	20%
Not enough volunteers	7%
No answer	13%

Summary: 5. Of those agencies who said they would not encourage attendance by their volunteers, the most common reason was that they felt their program was too specialized for centralized training to work.

CENTRALIZED ONGOING TRAINING

Summary: 1. The interest in Centralized Ongoing Training was slightly stronger than that in initial training. Seventy-four percent (74%) of the agencies would encourage attendance by their volunteers and five percent (5%) if it was relevant.

2. Of those not interested, the most common explanation was the belief that Centralized Ongoing Training would not be relevant to the service provided by the agency (40%).

SKILLS BANK

The requirements of agencies concerning the recruitment of skilled volunteers was explored. Respondents were asked if it would be useful to their agency for the Volunteer Bureau to locate volunteers with specific and defined skills. The results are shown below.

Table 5.1 - Usefulness of Volunteer Bureau Recruiting Skilled Volunteers for Agencies (n=81 or 100%)

Would be useful	68%
Would not be useful ...	27%
No answer	5%

Of those who would not find it useful, the following explanations were provided.

Table 5.2 - Reasons for Not Finding the Recruitment of Skilled Volunteers Useful (n=22 or 27%)

Specific skills not required ...	41%
Agency has its own network	32%
Not applicable	9%
No answer	18%

Again, all respondents were asked if they could project ways in which skilled volunteers might be incorporated into their service. Table 4.5 indicates these results. Table 4.6 shows which skills would be most needed by those agencies.

Table 5.3 - Ability to Project Ways Skilled Volunteers Could Fit Into Service (n=81 or 100%)

Can project	67%
Cannot project ...	25%
No answer	9%

...

Summary

1. Most agencies (68%) said it would be useful for their agency to have the Volunteer Bureau locating volunteers with specific and defined skills.

2. Of those who would not find such a service useful (27%), the most common reasons were, for the work their volunteers do, specific skills are not required (41%) and they had their own network for skilled volunteers (32%).

3. All but one of the agencies which would find this service useful, could project ways in which skilled volunteers might be incorporated into their agency's service. This information is not included here as it is specific to each agency. It is, however, on file at the Volunteer Bureau.

SKILLS BANK (cont'd)

Table 5.4 - Specific Skills Required (n=54 or 67%)

Curriculum Planning/Organizing	26%
Clerical/Receptionist	24%
Accounting	22%
Public Relations/Publicity	20%
Recreation - Organization and Instruction	18%
Arts and Crafts Instruction	17%
Working With Children	15%
Counselling/Listening	13%
Tutors	11%
Fund-Raising	11%
Legal	11%
Public Speaking	9%
Life Skills	7%
Medical	7%
Drivers	7%
Library Techniques	6%
Entertainment	6%
Technical	6%
Research	6%
Group Skills	6%

Summary 4. The specific skills required were quite varied with the greatest demand being for individuals skilled in curriculum planning and organizing, clerical and receptionist work, accounting and public relations or publicity work.

SECTION "B"

AGENCY PROGRAM SERIES

AS COLLECTED THROUGH IN-DEPTH PERSONAL INTERVIEWS

(n=99)

VOLUNTEER POSITIONS

Respondents were asked to outline all the volunteer positions in their agency. Each position was then categorized in one of eighteen categories. For the ninety-nine (99)agencies, three hundred and fourty-four (344) positions were noted and classified. These breakdowns appear in Table 6.1.

Table 6.1 - Volunteer Positions Offered

CATEGORY	NUMBER	PERCENTAGE
Befriending/Counselling	51	15%
Recreation	34	10%
Miscellaneous *	34	10%
Clerical/Receptionist/Information Services	33	10%
Teaching	33	10%
Public Relations/Advertising/Media Work	20	6%
Arts & Crafts/Hobbies	19	6%
Fund-Raising	18	5%
Babysitting/Day Care	15	4%
Coffee Shop/Gift Shop	13	4%
Administration	13	4%
Drivers	13	4%
Maintenance/Gardening	10	3%
Library Work	9	3%
Tour Guides/Hostess	8	2%
Group Leaders	8	2%
Therapy	7	2%
Special Events	6	2%
TOTALS	344	102%

* The various jobs assigned to this category each represented less than 2% of all volunteer positions offered through agency programs.

VOLUNTEER POSITIONS

Summary:

1. There were three hundred and forty-four (344) volunteer positions * reported by the ninety-nine (99) agencies for an average of 3.5 positions per agency.

2. The most volunteer opportunities were in the area of befriending and/or counselling with fifteen percent (15%) of all volunteer positions falling into this category.

3. Other major positions included recreation, clerical and receptionist work, and teaching, each category accounting for ten percent (10%) of all positions recorded.

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* It is important to emphasize that we refer, here, to positions into which a varying number of volunteers are recruited. Thus, the three hundred and forty-four (344) positions imply a much larger number of jobs open to volunteers in the agencies included in this sample.

INITIAL TRAINING

For each position, respondents were asked a series of questions relating to initial and ongoing training as well as support and supervision. The results for the initial training section appear in Tables 7.1 - 7.9.

Table 7.1 - Positions Having Initial Training

	TOTAL NUMBER OF POSITIONS	HAVE INITIAL TRAINING	DO NOT HAVE INITIAL TRAINING	NO ANSWER	TOTALS
Befriending/Counselling	51	78%	22%	-	100%
Recreation	34	68%	29%	3%	100%
Miscellaneous	34	79%	15%	6%	100%
Clerical/Receptionist/Information Services	33	73%	21%	6%	100%
Teaching	33	71%	29%	-	100%
Public Relations/Advertising/Media Work	20	90%	5%	5%	100%
Arts & Crafts/Hobbies	19	74%	21%	5%	100%
Fund-Raising	18	61%	39%	-	100%
Babysitting/Day Care	15	73%	30%	7%	100%
Coffee Shop/Gift Shop	13	77%	15%	8%	100%
Administration	13	77%	15%	8%	100%
Drivers	13	69%	23%	8%	100%
Maintenance/Gardening	10	70%	10%	20%	100%
Library Work	9	89%	-	11%	100%
Tour Guides/Hostess	8	100%	-	-	100%
Group Leaders	8	75%	25%	-	100%
Therapy	7	100%	-	-	100%
Special Events	6	67%	17%	17%	101%
TOTALS	344	75%	20%	5%	100%

INITIAL TRAINING

Summary: 1. Of all three hundred and forty-four (344) volunteer positions, most had initial training offered (259 or 75%).

2. The Fund-Raising positions had the highest rate of no initial training offered while the position category with the fewest positions not having initial training (of these categories with of least 20 positions) was group leaders.

INITIAL TRAINING (cont'd)

Table 7.2 - Reasons For Not Offering Initial Training (n=68)

Job is simple	31
Training done elsewhere	27
Skills brought by volunteers ...	18
Enough supervision offered	10
No training required	7
New co-ordinator - no time	6
Others	18
No answer	13

Table 7.3 - Format of Initial Training

CATEGORY		INDIVIDUAL TRAINING SESSIONS	GROUP SESSIONS & WORKSHOPS	VOLUNTEER MATCH-UPS	ON-THE-JOB TRAINING	OTHERS	NO ANSWER
Befriending/Counselling	(n=40)	43%	50%	32%	48%	10%	-
Recreation	(n=23)	61%	30%	22%	48%	9%	-
Miscellaneous	(n=27)	19%	63%	41%	52%	-	-
Clerical/Receptionist/Information Services	(n=24)	67%	25%	33%	54%	4%	-
Teaching	(n=22)	50%	64%	41%	41%	9%	-
Public Relations/Advertising/Media Work ..	(n=18)	50%	50%	17%	33%	6%	6%
Arts & Crafts/Hobbies	(n=14)	57%	29%	14%	43%	7%	-
Fund-Raising	(n=11)	55%	55%	9%	73%	9%	-
Babysitting/Day Care	(n=11)	64%	45%	36%	55%	9%	-
Coffee Shop/Gift Shop	(n=10)	60%	40%	40%	40%	10%	-
Administration	(n=10)	30%	60%	20%	50%	20%	-
Drivers	(n= 9)	60%	30%	20%	50%	-	-
Maintenance/Gardening	(n= 7)	71%	57%	29%	29%	-	-
Library Work	(n= 8)	50%	63%	-	38%	13%	-
Tour Guides/Hostess	(n= 8)	38%	88%	25%	38%	-	-
Group Leaders	(n= 6)	33%	83%	67%	50%	50%	-
Therapy	(n= 7)	43%	57%	29%	29%	14%	-
Special Events	(n= 4)	25%	75%	25%	50%	-	-
TOTALS (n=259)		49%	50%	37%	47%	8%	0%

Summary: 3. The most frequent reasons for not offering initial training were that the job was too simple and that training is received elsewhere - implying on a past volunteer position or through a volunteer's past experiences.

4. The format of initial training programs varied among groups with the same type of positions. The most frequently used formats, overall, included group sessions or workshops, individual training sessions and on-the-job training (each being reportedly conducted in 50%, 49%, and 47% of the positions respectively).

5. Individual training sessions applied most to recreation, clerical/receptionist, public relations/advertising, arts/crafts/hobbies, and babysitting/day care positions. Group training sessions were most popular for befriending/counselling, teaching, and administrative positions while on-the-job training was used most frequently in fund-raising positions.

INITIAL TRAINING (cont'd)

Table 7.4 - Content of Initial Training

CATEGORY		INTERPERSONAL/ COMMUNICATION SKILLS	CRISIS INTER-VENTION	AVAILABILITY OF COMMUNITY RESOURCES	SPECIFIC JOB RESPONSIBILITY	OTHER	NO ANSWER
Befriending/Counselling	(n=40)	38%	33%	33%	90%	45%	3%
Recreation	(n=23)	9%	9%	9%	91%	52%	-
Miscellaneous	(n=27)	48%	19%	26%	100%	41%	-
Clerical/Receptionist/Information Services	(n=24)	33%	17%	29%	95%	28%	-
Teaching	(n=22)	36%	32%	18%	91%	64%	5%
Public Relations/Advertising/Media Work	(n=18)	50%	11%	44%	83%	39%	-
Arts & Crafts/Hobbies	(n=14)	7%	14%	14%	93%	57%	-
Fund-Raising	(n=11)	36%	18%	36%	100%	45%	-
Babysitting/Day Care	(n=11)	27%	36%	9%	82%	18%	9%
Coffee Shop/Gift Shop	(n=10)	10%	10%	-	100%	40%	-
Administration	(n=10)	50%	40%	60%	100%	60%	-
Drivers	(n= 9)	33%	33%	11%	89%	33%	-
Maintenance/Gardening	(n= 7)	43%	14%	14%	86%	14%	-
Library Work	(n= 8)	13%	-	13%	88%	75%	-
Tour Guides/Hostess	(n= 8)	13%	-	-	63%	75%	-
Group Leaders	(n= 6)	67%	67%	67%	83%	83%	-
Therapy	(n= 7)	29%	14%	14%	100%	57%	-
Special Events	(n= 4)	-	-	-	75%	50%	-
TOTALS	(n=259)	32%	21%	24%	92%	48%	1%

Table 7.5 - Content of Initial Training: Breakdown of "Other" Responses (n-123)

Orientation to Agency	61%
Orientation to Issues Particular to Agency	41%
Skills Particular to Agency	35%
Policies and Objectives of Agency	26%
Expectations of Agency	9%
Possible Problems That May Be Encountered	8%
Others	2%

Summary: 6. The content of initial training had, for virtually all positions, the teaching or instruction of specific job responsibilities (92%). Others included interpersonal and communication skills as well as basic orientation to the agency.

INITIAL TRAINING (cont'd)

Table 7.6 - Length and Frequency of Initial Training Programs

CATEGORY	LENGTH							FREQUENCY				
	LESS THAN 3 HRS	3-6 HOURS	6-10 HOURS	10-15 HOURS	MORE THAN 15 HRS	NO ANSWER		ONCE A MONTH	YEARLY	AS REQUIRED	OTHER	NO ANSWER
Befriending/Counselling ...	25%	35%	8%	8%	18%	8%	.....	13%	10%	50%	25%	-
Recreation	39%	39%	-	-	9%	18%	.....	9%	13%	74%	4%	-
Miscellaneous	44%	37%	7%	4%	7%	4%	.....	11%	11%	67%	19%	-
Clerical/Receptionist/ Information Services ...	42%	25%	4%	8%	13%	8%	.....	8%	4%	79%	8%	-
Teaching	9%	36%	18%	14%	5%	18%	.....	-	14%	46%	41%	-
Public Relations/Advertising/Media Work	50%	6%	6%	11%	28%	6%	.....	6%	11%	56%	33%	-
Arts & Crafts/Hobbies	36%	43%	-	-	14%	7%	.....	7%	14%	71%	7%	-
Fund-Raising	46%	36%	-	-	18%	-	.....	-	36%	55%	18%	-
Babysitting/Day Care	18%	18%	27%	9%	-	27%	.....	9%	-	64%	18%	9%
Coffee Shop/Gift Shop	30%	50%	10%	-	10%	-	.....	20%	10%	60%	10%	-
Administration	30%	50%	-	-	20%	-	.....	-	30%	40%	30%	-
Drivers	33%	11%	11%	-	22%	22%	.....	-	11%	78%	11%	-
Maintenance/Gardening	71%	-	-	-	14%	14%	.....	-	14%	71%	14%	-
Library Work	25%	50%	-	13%	13%	-	.....	13%	25%	50%	13%	-
Tour Guides/Hostess	50%	38%	-	-	13%	-	.....	38%	13%	38%	13%	-
Group Leaders	-	17%	17%	17%	33%	17%	.....	-	17%	33%	50%	-
Therapy	14%	43%	29%	-	-	-	.....	14%	-	29%	57%	-
Special Events	25%	25%	-	-	50%	-	.....	-	25%	50%	25%	-
TOTALS (n=259)	34%	32%	7%	5%	14%	9%	.....	9%	15%	59%	21%	-

Summary: 7. Most initial training programs lasted less than six hours (66%) and were held as they were required. The only positions that had any major deviations from this were group leaders (33% of the positions having initial training sessions of 15 hours or more), tour guide positions (where 38% of the positions had initial training offered monthly), and fund-raising positions (where 36% of the positions had initial training offered yearly).

INITIAL TRAINING (cont'd)

Table 7.7 - Time of Year Initial Training Programs Held (n=259)

All year	65%
Fall	24%
Spring	21%
Winter	10%
Summer	5%
No answer ...	-

Table 7.8 - Resources Used in Initial Training Programs (n=259)

Staff Expertise	85%
Written Material	57%
Tours	49%
Audio-Visual Equipment ...	44%
Guest Speakers	27%
Others	5%

Table 7.9 - Effectiveness of Initial Training Programs (n=259)

Very Effective ...	24%
Effective	53%
Adequate	17%
Ineffective	-
No answer	6%

Summary 8. Most initial training programs were held year' round (65%) with the peak seasons being the fall and spring.

9. As a resource to initial training programs, staff expertise at the agency was used most extensively. Other resources used frequently included written materials, tours, and audio-visual equipment.

10. The initial training programs were rated as being effective for over half of all the positions (53%). Twenty-four percent (24%) rated their programs as very effective while 17% rated them as adequate.

ONGOING TRAINING

The results of a series of questions on ongoing training appear in Tables 8.1 - 8.9.

Table 8.1 - Jobs Having Ongoing Training

JOB CATEGORIES	n = x	HAVE ONGOING TRAINING	DO NOT HAVE ONGOING TRAINING	NO ANSWER	TOTALS
Befriending/Counselling	51	63%	35%	2%	100%
Recreation	34	38%	59%	3%	100%
Miscellaneous	34	47%	44%	9%	100%
Clerical/Receptionist/Information Services	33	42%	45%	12%	100%
Teaching	33	52%	48%	-	100%
Public Relations/Advertising/Media Work	20	55%	40%	5%	100%
Arts & Crafts/Hobbies	19	42%	53%	5%	100%
Fund-Raising	18	28%	72%	-	100%
Babysitting/Day Care	15	40%	47%	13%	100%
Coffee Shop/Gift Shop	13	54%	39%	8%	101%
Administration	13	39%	54%	8%	101%
Drivers	13	39%	46%	15%	100%
Maintenance/Gardening	10	20%	60%	20%	100%
Library Work	9	56%	22%	22%	100%
Tour Guides/Hostess	8	63%	25%	13%	101%
Group Leaders	8	63%	38%	-	101%
Therapy	7	86%	-	14%	100%
Special Events	6	33%	50%	17%	100%
TOTALS	344	48%	46%	6%	100%

Summary: 1. Of the 344 volunteer positions recorded, 48% received ongoing training while 46% did not - a fairly even-split.

2. The recreation jobs had the highest rate of no ongoing training offered, as compared to the job category with the fewest jobs having no ongoing training (of those categories with at least 20 jobs) which was befriending jobs.

ONGOING TRAINING (cont'd)

Table 8.2 - Reasons for Not Offering Ongoing Training (n=158)

Job is simple	26%
Not necessary	20%
Skills brought by volunteers	16%
Volunteer program unstructured ...	12%
Enough supervision offered	9%
Had not thought about it	5%
Lack of time	3%
Training done elsewhere	3%
No answer	2%

Table 8.3 - Format of Ongoing Training

CATEGORY		INDIVIDUAL TRAINING SESSIONS	GROUP SESSIONS, WORKSHOPS	VOLUNTEER MATCH-UPS	ON-THE-JOB TRAINING	OTHERS
Befriending/Counselling	(n=32)	22%	91%	6%	22%	-
Recreation	(n=13)	15%	85%	-	23%	-
Miscellaneous	(n=16)	13%	81%	6%	38%	-
Clerical/Receptionist/Information Services	(n=14)	36%	57%	-	50%	-
Teaching	(n-17)	12%	82%	-	24%	-
Public Relations/Advertising/Media Work ..	(n=11)	18%	64%	9%	36%	-
Arts & Crafts/Hobbies	(n= 8)	25%	75%	-	25%	-
Fund-Raising	(n= 5)	20%	100%	20%	20%	-
Babysitting/Day Care	(n= 6)	-	67%	-	33%	-
Coffee Shop/Gift Shop	(n= 7)	14%	71%	14%	29%	-
Administration	(n= 5)	40%	80%	40%	60%	-
Drivers	(n= 5)	-	80%	-	40%	-
Maintenance/Gardening	(n= 2)	-	50%	-	100%	-
Library Work	(n= 5)	-	80%	-	40%	-
Tour Guides/Hostess	(n= 5)	20%	100%	20%	40%	-
Group Leaders	(n= 5)	-	80%	40%	60%	40%
Therapy	(n= 6)	33%	83%	-	33%	-
Special Events	(n= 2)	-	50%	-	50%	-
TOTALS (n=164)		18%	85%	7%	34%	1%

Summary: 3. The most frequent reasons for not offering ongoing training stated the job was too simple, that it was not necessary or that the skills brought by the volunteers did not require it.

4. The formats of various ongoing training programs showed little variation between groups. Most programs relied heavily upon group sessions and workshops (85%).

ONGOING TRAINING (cont'd)

Table 8.4 - Content of Ongoing Training

		INTERPERSONAL/ COMMUNICATIONS SKILLS	CRISIS INTER-VENTION	AVAILABILITY OF COMMUNITY RESOURCES	SPECIFIC JOB RESPONSIBILITIES	OTHER	NO ANSWER
Befriending/Counselling	(n=32)	41%	38%	25%	53%	47%	3%
Recreation	(n=13)	-	8%	-	62%	54%	8%
Miscellaneous	(n=16)	38%	31%	38%	69%	63%	-
Clerical/Receptionist/Information Services	(n=14)	36%	21%	36%	79%	29%	-
Teaching	(n=17)	24%	6%	18%	47%	59%	6%
Public Relations/Advertising/Media Work	(n=11)	27%	27%	27%	73%	45%	-
Arts & Crafts/Hobbies	(n= 8)	-	13%	-	63%	50%	13%
Fund-Raising	(n= 5)	40%	40%	40%	80%	40%	-
Babysitting/Day Care	(n= 6)	-	-	-	67%	33%	-
Coffee Shop/Gift Shop	(n= 7)	-	14%	-	43%	57%	14%
Administration	(n= 5)	60%	60%	60%	80%	60%	-
Drivers	(n= 5)	40%	40%	40%	60%	20%	20%
Maintenance/Gardening	(n= 2)	50%	50%	50%	100%	-	-
Library Work	(n= 5)	20%	20%	20%	60%	80%	-
Tour Guides/Hostess	(n= 5)	20%	-	20%	60%	60%	-
Group Leaders	(n= 5)	80%	80%	80%	60%	80%	-
Therapy	(n= 6)	17%	-	17%	50%	50%	17%
Special Events	(n= 2)	-	-	-	50%	50%	-
TOTALS	(n=164)	28%	24%	24%	62%	56%	4%

Table 8.5 - Content of Ongoing Training: Breakdown of "Other" Responses (n=92)

Update on Issues Particular to Agency	94%
Experiences and/or Problems of Volunteers	44%
Skills Particular to Agency	40%
Changes in Programs, Policies	26%
Objectives of Agency	11%
General Information About Agency	3%
Others	1%

Summary: 5. The content of ongoing training varied considerably for most positions. If there was one item that stood out it was the outlining of specific job responsibilities through ongoing training (part of 62% of the programs). Others mentioned by a considerable number of programs were: an update on issues particular to the agency, dealing with the experiences and/or problems of volunteers, and the relating of skills particular to the agency.

ONGOING TRAINING (cont'd)

Table 8.6 - Length and Frequency of Ongoing Training Programs*

	LENGTH							FREQUENCY					
	LESS THAN 3 HRS	3-6 HOURS	6-10 HOURS	10-15 HOURS	MORE THAN 15 HRS	NO ANSWER		ONCE A MONTH	BI-MONTHLY	YEARLY	AS REQUIRED	OTHER	NO ANSWER
Befriending/Counselling .... (n=32)	53	28	-	3	9	6	....	31	3	3	16	41	6
Recreation ..... (n=13)	46	31	-	-	8	15	....	39	-	8	31	8	15
Miscellaneous ..... (n=16)	25	25	-	6	13	13	....	44	6	-	31	19	-
Clerical/Receptionist/ Information Services .... (n=14)	36	21	7	7	-	29	....	29	-	-	50	21	-
Teaching ..... (n=17)	47	24	18	-	-	12	....	29	6	-	18	35	12
Public Relations/Advertising/Media Work ..... (n=11)	36	18	-	-	9	36	....	46	-	-	55	-	-
Arts & Crafts/Hobbies ..... (n= 8)	25	38	-	-	13	25	....	13	-	13	38	25	13
Fund-Raising ..... (n= 5)	60	-	-	20	20	-	....	40	-	20	-	20	20
Babysitting/Day Care ..... (n= 6)	67	-	-	-	-	33	....	-	17	-	33	17	33
Coffee Shop/Gift Shop ..... (n= 7)	43	29	-	-	-	29	....	-	-	14	57	29	-
Administration ..... (n= 5)	-	20	20	20	20	20	....	-	-	40	20	40	-
Drivers ..... (n= 5)	40	-	-	-	20	40	....	20	-	-	60	20	-
Maintenance/Gardening ..... (n= 2)	-	-	-	-	-	100	....	-	-	-	100	-	-
Library Work ..... (n= 5)	20	60	-	-	-	20	....	40	-	-	20	40	-
Tour Guides/Hostess ..... (n= 5)	80	20	-	-	-	-	....	20	-	-	20	60	-
Group Leaders ..... (n= 5)	40	-	-	20	-	40	....	20	-	-	20	60	-
Therapy ..... (n= 6)	33	33	-	-	17	17	....	17	-	-	33	33	17
Special Events ..... (n= 2)	-	-	-	-	50	50	....	-	-	50	50	-	-
TOTALS (n=164)	41	23	3	4	8	20	....	27	2	5	31	27	7

* Figures are percentages.

Summary: 6. Most ongoing training programs lasted less than six hours (64%) and were held, for the most part, either once a month or when required.

ONGOING TRAINING (cont'd)

Table 8.7 - Time of Year Ongoing Training Programs Held (n=164)

All Year	48%
Spring	46%
Fall	44%
Winter	23%
Summer	3%
No Answer ...	1%

Table 8.8 - Resources Used In Ongoing Training Programs

Staff Expertise	89%
Audio-Visual Equipment ...	66%
Guest Speakers	65%
Written Material	62%
Tours	23%
Others	9%
No Answer	5%

Table 8.9 - Effectiveness of Ongoing Training Programs (n=164)

Very Effective ...	43%
Effective	36%
Adequate	8%
Ineffective	-
No Answer	13%

Summary: 7. Ongoing training programs were held either year' round (48%), in the spring (46%) or in the fall (44%). Very few programs held any ongoing training in the winter (23%) and virtually none in the summer (3%).

8. As a resource to ongoing training programs, staff expertise at the agency was again used most extensively. Other resources used quite frequently included audio-visual equipment, guest speakers, and written materials.

9. The effectiveness of ongoing training programs was rated as very effective for 43% of the programs and effective for 36% of the programs. Eight percent (8%) were rated as adequate while no programs were rated as ineffective.

ONGOING SUPPORT AND/OR SUPERVISION

The results of a series of questions on support and/or supervision of volunteers appear in Tables 9.1 - 9.4.

Table 9.1 - Support and/or Supervision (n=344)

Is Offered to Volunteers	90%
Is Not Offered to Volunteers ...	6%
No Answer	4%

Table 9.2 - Reasons for Support and/or Supervision Not Being Offered (n=19)

Volunteers Very Experienced - Not Necessary ...	42%
Job Is Simple	32%
Nature of Job - Not Necessary	21%
Had Not Thought About It	21%
Others	26%
No Answer	5%

Table 9.3 - Methods of Ongoing Support and/or Supervision (n=310)

Individual Discussion With Supervisor ...	85%
Random Supervisor Check-ups	57%
Group/Team Discussions	55%
Volunteer Reports	41%
Staff Observes Volunteers	6%
Evaluation of Reports	6%
Bulletin Board/Newsletter	3%
Mutual Volunteer Support	2%
Recognition Events	1%
Phone Conversations	1%
Help With Volunteers Expenses	1%

ONGOING SUPPORT AND/OR SUPERVISION

Summary: 1. Most agencies (90%) offered ongoing support and/or supervision to their volunteers.

2. Of those 6% that did not offer support and/or supervision, the main reasons given indicate the volunteers were very experienced and thus respondents did not feel it was necessary or respondents felt the job was simple.

3. The most frequently used method of ongoing support and/or supervision was individual discussion between the volunteers and the supervisor. Others mentioned with considerable frequency included random supervisor checks, group/team discussions and volunteer reports to the supervisor.

ONGOING SUPPORT AND/OR SUPERVISION (cont'd)

Table 9.4 - Frequency of Providing Ongoing Support/Supervision to Volunteers (n=310)

As required	77%
Monthly	13%
Daily	12%
Whenever Volunteer Is On Duty ...	3%
Bi-weekly	2%
On a Regular Basis	2%

DIFFICULTIES WITH VOLUNTEER PROGRAMS

Respondents were asked a series of questions that attempted to identify difficulties in various areas of their volunteer programs. Each area had several sub-categories which are identified in Table 10.2 - 10.8. The corresponding figures note the percentage of respondents who reported having difficulties in that particular area.

Table 10.1 indicates the percentage of respondents who had a difficulty in one or more of the sub-categories for each area of their volunteer program.

Table 10.1 - Difficulties in Various Areas of Volunteer Programs

Retention	(n=99)	79%
Recruitment	(n=99)	77%
Initial Training	(n=72)	40%
Ongoing Training	(n=54)	39%
Support and Supervision ...	(n=93)	37%
Dissatisfaction	(n=99)	27%

Table 10.2 - Areas of Difficulty With Retention of Volunteers (n-99)

Other commitments ...	58%
Loss of Interest	50%
Burn-Out	24%

(cont'd) ONGOING SUPPORT AND/OR SUPERVISION

Summary: 4. The frequency with which these methods were used was, most often, as they were required.

DIFFICULTIES WITH VOLUNTEER PROGRAMS

Summary: 1. The most significant problem areas for respondents were encountered in the areas of recruitment and retention of volunteers. In recruitment, most problems were around the quantity of volunteers and, in retention, it was loss of volunteers due to other commitments.

Table 10.3 - Problem Areas of Difficulty with Recruitment of Volunteers (n=99)

Quantity	58%
Sources	43%
Publicity	41%
Appropriateness ...	40%

Table 10.4 - Areas of Difficulty With Initial Training of Volunteers (n=72)

Time Constraints	21%
Funding Constraints	19%
Determining Format	8%
Availability of Resource People	4%
Suitable Location	4%
Availability of Background Information ...	3%
Determining Content	1%

Table 10.5 - Areas of Difficulty With Ongoing Training of Volunteers (n=54)

Time Constraints	24%
Funding Constraints	15%
Determining Content	11%
Suitable Location	6%
Availability of Resource People	4%
Availability of Background Information ...	4%
Determining Format	2%

Table 10.6 - Areas of Difficulty with Support and Supervision of Volunteers (n=93)

Time	31%
Supervisory Skills ...	14%

Summary: 2. Time and funding constraints created the most difficulties for respondents in both initial and ongoing training.

DIFFICULTIES WITH VOLUNTEER PROGRAMS (cont'd)

Table 10.7 - Areas of Difficulty With Dissatisfaction Among Volunteers and Within the Agencies re: Volunteers (n=99)

Dissatisfaction Among Volunteers	18%
Dissatisfaction Within Agency re: Volunteers ...	15%

Table 10.8 - Other Difficulties Experienced Within Volunteer Programs (n=42)

Recruitment (not mentioned previously)	12%
Negative Staff Attitude to Volunteers	12%
Retention (not mentioned before)	10%
Unreliability of Volunteers	10%
Unsuitability of Volunteers	10%
Unable To Get Long-Term Commitment From Volunteers ...	7%
Volunteers Don't Feel Needed	5%
Volunteers Over-Worked	5%
Volunteers Make Unreasonable Demands	5%
Volunteers Can't Take Enough Responsibility	5%
Volunteers Come With Wrong Impressions of Agency	5%

PROFESSIONAL DEVELOPMENT FOR VOLUNTEER CO-ORDINATORS

Subjects were asked if they had had sufficient opportunities such as workshops and seminars for their own professional development in the area of volunteerism. The results are reported in Table 1.1.

Table 11.1 - **Professional** Development Opportunities (n=99 or 100%)

Have Been Sufficient Opportunities	59%
Have Not Been Sufficient Opportunities ...	39%
No Answer	2%

Summary: 3. Other problem areas cited were finding the time for support and supervision of volunteers, dissatisfaction among volunteers, dissatisfaction within the agency re: volunteers, the unreliability of volunteers and the unsuitability of volunteers.

PROFESSIONAL DEVELOPMENT FOR VOLUNTEER CO-ORDINATORS

Summary: 1. Many respondents (59%) reported having had sufficient opportunities in this area. Of those who had not (39%); most were due to either the lack of applicable opportunities or time constraints.

PROFESSIONAL DEVELOPMENT FOR VOLUNTEER CO-ORDINATORS (cont'd)

Of those who had not had sufficient opportunities, the following reasons were supplied.

Table 11.2 - Reasons for Lack of Sufficient Professional Development Opportunities (n=39 or 39%)

Lack of Applicable Opportunities ...	46%
Time Constraints	39%
Not Aware of Opportunities	13%
Financial Constraints	8%
Location/Distance Problem	8%
Not Needed	8%
Others	5%

VOLUNTARY BOARDS AND COMMITTEES

Respondents were asked several questions around voluntary Board of Directors and committee members. Table 12.1 shows the number of agencies that do or do not have voluntary Board and committee members.

Table 12.1 - Agencies with Voluntary Board and Committee Members (n=99 or 100%)

	VOLUNTARY BOARD	VOLUNTEER COMMITTEE MEMBERS
Have	70%	58%
Do Not Have	29%	39%
Don't Know	1%	-
No Answer	-	3%

Each of those agencies who had either a voluntary Board or committee members was asked to outline the areas of expertise each possessed. The results are reported in Table 12.2. Table 12.3 indicates how recruitment is accomplished for each while Table 12.4 outlines the number of agencies that encountered recruitment difficulties.

Summary: 2. While 59% report having sufficient opportunities for professional development here, earlier it was seen that, of those who responded to the mail-out questionnaire (82% of the sample), 79% were interested in co-ordinator networking.

VOLUNTARY BOARD AND COMMITTEES

Summary: 1. Most agencies have a voluntary Board of Directors (70%) while slightly less (58%) have volunteer committee members.

Table 12.2 - Areas of Expertise on Voluntary Boards and Committees

AREAS OF EXPERTISE	BOARDS (n=69)	COMMITTEES (n=57)
Business and Industry	80%	60%
Financial	78%	67%
Public Relations	77%	58%
Community Representatives ...	77%	58%
Education	75%	61%
Social Services	70%	54%
Health Care	70%	49%
Legal	65%	44%
Labour	64%	30%
Politics	48%	30%
Other	14%	39%

Table 12.3 - Recruitment Techniques for Voluntary Boards and Committees

	BOARDS (n=69 or 100%)	COMMITTEES (n=57 or 58%)
Nominate/Elect	41%	13%
Word of Mouth	28%	39%
Invite	9%	-
Advertise	9%	6%
From Membership	7%	11%
Chairperson Recruits ...	1%	13%
Others	6%	14%
No Answer	-	5%

Summary: 2. The areas of expertise representated on each seemed to be quite varied yet substantial. All but three of the outlined areas of expertise for Boards had representation in 70% or more of the agencies.

3. Of the useful information obtained around recruitment techniques, the most frequently used method was recruitment through word of mouth.

12.4 - Number of Agencies Experiencing Recruitment Difficulties for Voluntary Boards and Committees

	BOARDS (n=69 or 70%)	COMMITTEES (n=57 or 58%)
Do Experience Recruitment Difficulties	26%	19%
Do Not Experience Recruitment Difficulties	64%	70%
No Answer	10%	11%

Finally, the reasons for experiencing these difficulties were explored and the results appear in Table 12.5.

Table 12.5 - Reasons for Recruitment Difficulties

	BOARDS (n=18 or 26%)	COMMITTEES (n-11 or 19%)
Time Constraints	67%	36%
Negative Attitude Towards Agency	11%	18%
No Answer	11%	27%
Other	11%	18%

CONSULTANTS

Respondents were asked if any consultants were involved with their agency. Table 13.1 shows the results. In addition, they were asked, if the consultants were voluntary or paid (Table 13.2), what expertise they possessed (13.3), how recruitment was accomplished (Table 13.4) and if they encountered recruitment difficulties (Table 13.5).

Table 13.1 - Agency Consultants (n=99 or 100%)

Have Consultants	46%
Do Not Have Consultants ...	52%
No Answer	2%

Summary: 4. There seemed to be little difficulty with recruiting either Board or committee members.

CONSULTANTS

Summary: 1. Agencies were, for the most part, evenly split between those who did use the services of consultants (46%) and those who didn't (52%).

CONSULTANTS (cont'd)

Table 13.2 - Terms of Consultants Involvement (n=46 or 46%)

Voluntary	56%
Paid	35%
Voluntary and Paid ...	9%

Table 13.3 - Volunteer and Paid Consultants' Areas of Expertise

	VOLUNTARY (n=30)	PAID (n=20)
Legal	47%	45%
Medical	40%	25%
Social Work	27%	25%
Accounting	17%	40%
Business/Industry	17%	5%
Education	10%	5%
Public Relations	10%	-
Politics	10%	-

Table 13.4 - Recruitment of Consultants

VOLUNTARY (n=30)		PAID (n=20)	
Word of Mouth, Contacts ...	47%	Hired	55%
Contact	30%	Referrals	10%
Former Members/Volunteers..	7%	Part of Organization ...	10%
From Membership.....	3%	Contacts	10%
From Another Committee	3%	Others	5%
No Answer	7%	No Answer	10%

Table 13.5 - Number of Agencies Experiencing Recruitment Difficulties of Consultants

	VOLUNTARY (n=30)	PAID (n=20)
Do Experience Recruitment Difficulties	10%	-
Do Not Experience Recruitment Difficulties ...	87%	90%
No Answer	3%	10%

Summary: 2. Of those who did use consultants, 56% used voluntary consultants, 35% paid, and 9% used both.

3. The most consultants employed on a voluntary basis had legal and medical expertise while the most consultants employed on a paid basis had legal and accounting expertise.

4. Voluntary consultants were recruited most frequently by word of mouth or through contacts. Paid consultants were, of course, hired.

5. Of those agencies employing the services of voluntary consultants, only 10% experienced difficulty with their recruitment. No one employing the services of paid consultants had difficulty with recrutiment.

AGENCIES' NEEDS FOR VOLUNTEERS

Respondents were asked if their need for volunteers was relatively constant and steady or fluctuating throughout the year. Table 14.1 indicates the results.

Table 14.1 - Need for Volunteers Throughout the Year (n-99 or 100%)

Constant/Steady ...	63%
Fluctuates	36%
No Answer	1%

Of those who reported their need as fluctuating, Table 14.2 shows the percentage that knew when their need would be the greatest and those that did not. Table 14.3 reports when the need would be the greatest for those that did, in fact, know.

Table 14.2 - Knowledge of When Need Would Be Greatest for Agencies with Fluctuating Need (n-36 or 36%)

Knew	83%
Not Predictable	17%

Table 14.3 - When Need for Volunteers is Greatest During Year (n=30 or 30%)

Winter	50%
Fall	43%
Summer	30%
Spring	20%
Seecial Events	13%
Other	3%

Summary: 1. For the most part, agencies' needs for volunteers are constant and steady throughout the year.

2. Of those whose needs fluctuated (36%), most could predict when their need would be greatest.

3: Both winter and fall seemed to be peaks in the demand for volunteers.

SCOPE OF VOLUNTEER PROGRAMS

Respondents were asked if they were aware of any changes in the scope of volunteer programs in the last five years. Some respondents could not speak in a 5-year time frame and, for this reason, two categories have been created. The first includes all those that could speak in a 5-year time frame (n=68) and the second includes all those who could speak in a 5-year time frame or less (n=99) - in other words, the entire sample. Table 15.1 indicates whether or not the respondents were aware of any changes for both groups.

Table 15.1 - Changes in Scope of Volunteer Programs

	TIME FRAME	
	5 YEARS (n-68 or 69%)	5 YEARS OR LESS (n-99 or 100%)
Have Been Changes	68%	65%
Have Not Been Changes	29%	33%
No Answer	3%	2%
TOTALS	100%	100%

From those agencies reporting changes, the following information was ascertained.

Table 15.2 - Nature of Changes in Scope of Volunteer Programs

	TIME FRAME	
	5 YEARS (n=46 or 63%)	5 YEARS OR LESS (n=64 or 65%)
Scope Increased	87%	86%
Scope Decreased	9%	11%
Scope Remained Constant	4%	3%
No Answer	-	-
TOTALS	100%	100%

Summary: 1. Sixty-eight percent (68%) of those who could speak in a 5-year time frame reported having seen changes in their volunteer programs. Of these, 87% reported an increase in the scope of their program.

2. For the entire sample, 65% reported having seen changes in their volunteer programs in the last five years or less. Of these, 86% reported an increase.

Table 15.3 - Reasons for Change in Scope of Programs (n=64)

Change in Demand	50%
Planned Expansion	39%
Change in Available Resources	31%
Change in Agency Policy/Philosophy ...	28%
Volunteers Given Recognition	5%
More Community Awareness	3%
Hired Volunteer Co-ordinator	3%
Better Training Program	3%
Program Better Organized	3%
Others	16%

Further, respondents were asked if the human, financial, and physical resources required to meet their changing program needs were keeping pace at their agency. Table 15.4 indicates these results, while Table 15.5 shows which resources are not keeping pace for those who indicated that this was the case.

Table 15.4 - Availability of Required Resources to Meet Changing Program Needs

	TIME FRAME	
	5 YEARS (n=46 or 68%)	5 YEARS OR LESS (n=64 or 65%)
Have Required Resources	63%	67%
Do Not Have Required Resources	35%	30%
No Answer	2%	3%
TOTALS	100%	100%

Table 15.5 - Required Resources Not Keeping Pace (n-19 or 30%)

Human	32%
Financial	26%
Physical	16%
Not Specified ...	26%

Summary: 3. Both of the above indicate that volunteer programs are not remaining stagnant but changing for several reasons. Among the more noteworthy reasons for change were: a change in the demand for the agency's service, a planned expansion of the program and more available resources to allow an increase in the program.

4. Just under one-third of the agencies (30%) reported that accompanying resources were not keeping pace at their agency. Human and financial resources were lacking most frequently.

NUMBER OF VOLUNTEERS

Respondents were asked if the number of people volunteering at their agency had increased, decreased or remained constant over the last five years. Again, not everyone could speak in that time frame and hence two categories appear below.

Table 16.1 - Number of Volunteers

	5 YEARS (n=68 or 69%)	5 YEARS OR LESS (n=98 or 100%)
Increased	57%	58%
Decreased	9%	8%
Remained Constant ...	34%	34%

In addition, respondents were asked about the number of people volunteering according to various age groups and sex. Table 15.2 and Table 15.3 indicate these results.

Table 16.2 - Patterns of Volunteering by Various Age Groups*

	YOUTH (under 19)		YOUNG ADULTS (19-30)		MATURE ADULTS (31-64)		SENIORS (65+)	
	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS
Increased	28%	24%	35%	38%	41%	44%	22%	23%
Decreased	3%	5%	12%	11%	12%	11%	7%	6%
Remained Constant	34%	30%	37%	30%	35%	32%	37%	30%
Remained Constant at Zero**	32%	36%	13%	15%	7%	7%	28%	33%
Constant Total	66%	66%	50%	45%	42%	39%	65%	63%
No Answer	3%	4%	3%	5%	4%	5%	6%	7%

* 5-Year Time Frame: n=68 or 69%
5-Year Time Frame: n=99 or 100%

** Constant at Zero means did not have any.

Summary: 1. For those respondents who could speak in a 5-year time frame, we see 57% reporting an increase in the number of volunteers. Nine percent (9%) reported a decrease while the remainder said the number had remained constant. For those who spoke in a time frame of 5 years or less, these figures only change slightly (58%, 8%, and 34% respectively).

2. The largest increases, in terms of age, has been in the mature adult category (ages 31-64). The smallest increase has occurred in the seniors category (65 years and over).

3. The number of seniors and youth volunteering over the last five years was reported as quite low. Almost one-third of the agencies reported having no volunteers in either of these categories (28% and 32% respectively).

NUMBER OF VOLUNTEERS (cont'd)

Table 16.3 - Patterns of Volunteering by Sex*

	MALES		FEMALES	
	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS
Increased	35%	35%	40%	46%
Decreased	10%	11%	9%	6%
Remained Constant	34%	33%	49%	43%
Remained Constant at Zero	19%	17%	1%	2%
Constant Total	53%	50%	50%	45%
No Answer	1%	3%	1%	3%

* 5-Year Time Frame: n=68 or 69%
5-Year or Less Time Frame: n=99 or 100%

Two other questions were asked in an attempt to determine the patterns of volunteering for individuals using their definable background skills and the disabled. Table 16.4 summarizes these results.

Table 16.4 - Patterns of Volunteering for the Disabled and Skilled Volunteers*

	DISABLED AS VOLUNTEERS		SKILLED VOLUNTEERS	
	5 YEARS	5 YEARS OR LESS	5 YEARS	5 YEARS OR LESS
Increased	21%	18%	35%	39%
Decreased	7%	7%	4%	4%
Remained Constant	18%	18%	46%	42%
Remained Constant at Zero	50%	52%	7%	6%
Constant Total	68%	70%	53%	48%
No Answer	4%	5%	7%	8%

* 5-Year Time Frame: n=68 or 69%
5-Year or Less Time Frame: n=99 or 100%

Summary: 4. By comparison there appeared to be little appreciable difference in the patterns of volunteering between males and females over the past five years.

5. There was a considerable number of respondents (68%) who reported that the number of disabled volunteers had remained constant over the last five years; the majority of these (74%) reporting that the number had remained constant at zero.

As for skilled volunteers, over half (53%) said the number had remained constant while 35% reported the number as increasing.

Further, respondents were asked to, based upon the present and projected services, identify if the opportunities for various age groups and sexes would be increasing, decreasing or remaining constant. These results are found in Table 16.5 and Table 16.6.

Table 16.5 - Opportunities for Volunteering by Age Groups in Future

	YOUTH (Under 19)	YOUNG ADULTS (19-30)	MATURE ADULTS (31-64)	SENIORS (65+)
Increasing	44%	75%	73%	62%
Decreasing	3%	2%	1%	-
Remaining Constant	49%	20%	23%	33%
No Answer	4%	3%	3%	5%

Table 16.6 - Opportunities for Volunteering by Sex in Future

	MALES	FEMALES
Increasing	66%	60%
Decreasing	2%	2%
Remaining Constant ...	28%	35%
No Answer	4%	3%

The results for opportunities for volunteering for the disabled in the future appear in Table 16.7.

Table 16.7 - Opportunities for Volunteering for the Disabled in Future

Increasing	61%
Possibly Increasing	3%
Decreasing	1%
Remaining Constant	30%
No Answer	5%

Summary: 6. As for projections, most saw the opportunities for volunteering to be highest in the young adults and mature adults categories (75% and 73% respectively) with a considerable proportion (62%) seeing the opportunities for seniors increasing at their agencies.

7. A slightly higher percentage of respondents anticipated an increase in the number of opportunities for volunteering for men than for women.

8. A considerable number of respondents saw the opportunities for volunteering for the disabled increasing in the future (61%).

AGENCY/VOLUNTEER BUREAU RELATIONS

Respondents were asked if they had had any contact with the Volunteer Bureau over the last two years and, if so, how they would evaluate their relationship and/or communication with the Volunteer Bureau. The results are shown in Tables 17.1 and 17.2.

Table 17.1 - Agency Contact with the Volunteer Bureau (n=99 or 100%)

Have Had Contact	86%
Have Not Had Contact ...	14%
No Answer	-

Table 17.2 - Agency Evaluation of Relationship/Communication with the Volunteer Bureau (n=99 or 100%)

Very Satisfactory	23%
Satisfactory	41%
Adequate	8%
Unsatisfactory	10%
Very Unsatisfactory ...	-
Other	1%
No Answer	2%

Further, respondents were asked to indicate which services at programs they were aware of that the Volunteer Bureau offered. Table 17.3 shows the results.

Table 17.3 - Agency Awareness of Volunteer Bureau Services and Programs (n=99 or 100%)

Initial Screening and Referral of Volunteers ...	65%
Volunteer Recruitment	55%
Volunteer Week Activities	23%
Promotion of Citizen Participation	19%
Availability of Consultation	18%
Education Committee	16%
Volunteer Bureau Library	16%
Workshops	3%
Research	3%
Volunteer Training Assistance	2%
Others	4%

Summary: 1. Most of the agencies, considering the majority were procured from Volunteer Bureau records, naturally reported having had contact with the Volunteer Bureau.

2. Of those who had, 41% reported their relationship with the Volunteer Bureau as satisfactory. Twenty-three percent (23%) rated their relationship as very satisfactory while 10% said it was unsatisfactory.

3. Of all the Volunteer Bureau programs and services, respondents were most familiar with the initial screening and referral of volunteers service as well as the volunteer recruitment program (65% and 55% of the agencies respectively). The next program area agencies were most familiar, that is, Volunteer Week activities, ranked far below both of these with 23%.

SECTION "C"

COMMUNITY ORGANIZATIONS AND CITIZENS' GROUPS

AS COLLECTED THROUGH PERSONAL INTERVIEWS

(n=25)

INTRODUCTION

The Volunteer Bureau has traditionally focussed its efforts on assisting agencies and structured organizations. As the voluntary sector has changed, it has become increasingly clear that many volunteers are participating in non-traditional volunteer work in areas such as community organizations and citizens' groups. The Volunteer Bureau, in recognizing the importance of this type of activity, felt that it should also explore the needs of volunteers in non-traditional voluntary activity.

This exploratory effort clearly met with the objectives of the Profile of Voluntary Organizations project as outlined to the Summer Canada Employment Program. With this in mind, project staff time was allocated to this project and an additional worker hired for a short term.

The specific objectives of this phase of the research were to:

1. Construct profiles of non-traditional voluntary organizations;
2. Document their needs; and
3. Discover what assistance the Volunteer Bureau could offer in the networking of resources and the provision of necessary services to non-traditional voluntary organizations.

METHODOLOGY

The information concerning non-traditional voluntary groups was obtained through the use of a structured questionnaire. To allow for maximum flexibility in this approach, the questionnaire sought input from these groups in terms of suggestions and comments.

Once the questionnaire was constructed, a pre-test was conducted with 3 groups outside the Hamilton district - the limited number being due to time constraints and the inability to contact groups. As a result of these pre-test interviews, revisions were made to the questionnaire. Unfortunately, the small pre-test sample did not make evident other necessary revisions which became increasingly obvious during the remainder of the study - most notably, some terminology used was inappropriate for community organizations.

To obtain the final sample, a list of community organizations and citizens' groups was compiled from a variety of sources including Community Information Services, S.P.R.C., and highly knowledgeable individuals in the area of citizen participation. Only those groups within the city of Hamilton were included in the sample. The final list of forty-six (46) groups was as comprehensive as possible with a population that changes as frequently as this one does. Of these forty-six groups, contact was made over a five-week term with thirty (30). Five (5) of these were defunct and the remaining twenty-five (25) had personal interviews conducted.

The location of the interviews varied from individuals' residences to the office of S.P.R.C. to public parks as no group had official office space. This created no difficulties in the administration of the questionnaire. Once all the interviews were completed, the groups were divided into four categories based on their purpose and major activities. These were neighbourhood groups (8 groups), recreational groups (5 groups), environmental groups (3 groups), and special interest groups (9 groups). These divisions were made to both simplify analysis and provide more comprehensive data.

BACKGROUND OF COMMUNITY ORGANIZATIONS AND CITIZEN GROUPS

A series of questions was asked that provides some background on these groups. The results apprear in Tables 18.1 - 18.5.

Table 18.1 - Length of Time Groups Have Been in Operation (n=25)

Less than one year	20%
1- 2 years ...	12%
2- 3 years ...	8%
3- 4 years ...	4%
4- 5 years ...	-
5-10 years ...	16%
10-20 years ...	20%
More than 20 years ...	20%

Table 18.2 - Purpose of Organizations (n-25)

Social & Recreation Events	24%
Fight a Particular Issue	20%
Meet Needs of Neighbourhood/Community	20%
Provide Public Information, Research on Environmental Concerns	8%
Evaluate Buildings for Historial Significance	4%
Lobby for Needs of Seniors	4%
Support for Another Country	4%
Help Implement Area Plan	4%
Parent/School Association	4%
Support Group	4%
Research	4%
Counselling	4%

BACKGROUND OF COMMUNITY ORGANIZATIONS AND CITIZENS GROUPS

Summary: 1. The groups interviewed had been in existence for various periods of times - 44% for under 5 years and 56% for over 5 years.

Table 18.3 - Main Activities Groups Are Engaged In (n=25)

Public Education	56%
Lobbying Government	56%
Social Events	56%
Fund-Raising	40%
Recreation	40%
Membership Drives	28%
Research	12%
Neighbourhood Concerns	8%
Sponsor Forums, Clinics	8%
Demonstrations	8%
Other	20%

Table 18.4 - Group Membership (n=25)

Have Members	88%
Do Not Have Members	12%

Table 18.5 - Number of Members (n=22)

Less than 10	-
10 - 30	23%
31 - 50	14%
51 - 70	5%
71 -100	-
Over 100	59%

Summary: 2. Groups were involved in a variety of activities. Over one-half were involved with public education, lobbying government and social events. Other major activities were fund-raising, recreation and conducting membership drives.

3. Most of the groups had a membership with a considerable number of groups having over one hundred (100) members.

VOLUNTARY ACTIVITY IN COMMUNITY ORGANIZATIONS AND CITIZENS GROUPS

A series of questions were asked that explored the size of the volunteer population, how recruitment was accomplished and groups' needs for volunteers. The results are shown in Tables 19.1 - 19.9.

Table 19.1 - Number of Active Volunteers Working with Groups (n-25)

Less than 10	24%
10 - 30	60%
31 - 50	-
51 - 70	4%
71 -100	-
Over 100	12%

Table 19.2 - Methods Used by Groups to Recruit Volunteers (n-25)

Word of Mouth	92%
From Membership	80%
Public Meetings	48%
Media	44%
Newsletters	44%
Public Speaking	36%
Other Groups with Similar Objectives/Concerns	32%
Poster Campaigns	28%
Door-to-door Canvassing	20%
Flyers	16%
Others	40%

Table 19.3 - Recruitment Restricted to a Specified Geographic Area (n-25)

Would Restrict Recruitment	56%
Would Not Restrict Recruitment ...	44%

Table 19.4 - Groups Accepting Members from Outside Geographic Area (n-14)

Would Accept Members	100%
Would Not Accept Members	-

VOLUNTARY ACTIVITY IN COMMUNITY ORGANIZATIONS AND CITIZENS GROUPS

Summary

1. While most groups had a membership of over one hundred (100) people, 84% had less than thirty (30) people actively volunteering.

2. There were several methods used to recruit volunteers but word-of-mouth and from the membership were used most frequently.

3. There was no restriction as to the geographic area from which volunteers could be recruited.

VOLUNTARY ACTIVITY IN COMMUNITY ORGANIZATIONS AND CITIZENS GROUPS (cont'd)

Table 19.5 - Effectiveness of Recruitment (n=25)

Very Effective	16%
Effective	12%
Adequate	36%
Ineffective	32%

Table 19.6 - Groups' Needs for Volunteers (n=25)

Need Volunteers	84%
Do Not Need Volunteers	16%

Table 19.7 - Groups" Need for Assistance in Recruiting Volunteers (n=21)

Need Assistance	81%
Do Not Need Assistance	19%

Table 19.8 - Groups' Need for Special Skills (n=25)

Need Special Skills	80%
Do Not Need Special Skills	20%

Table 19.9 - Specific Skill Needs of Groups

SPECIAL INTEREST GROUPS (n=9) Legal - Debating - Typing - Journalism - Layout - Salesmanship - Fund-raising - Organization - Public Relations - Interest in consumerism - Methods to vitalize downtown area - Public speaking - Financial - Group dynamics - Research - Display abilities.	RECREATIONAL GROUPS (n=5) Gymnastics Coach - Coaches - Umpires - Person to work with teenagers - Person to work with senior citizens.
NEIGHBOURHOOD GROUPS (n=8) People to teach crafts - Day care - Legal - Production of newsletter - Architects - Programme development - Urban planners - Organization.	ENVIRONMENTAL GROUPS (n=3) Bookkeeping - Fund-raising - Photography - Investigative reporting - Artistic - Environmental ethics - Design - Public speaking - Writing - Research - Public Relations - Analytical skills - Administration - Ecological knowledge - Presentations to government - Conduct public meetings - Organizational.

Summary: 4. Almost one-third of the groups indicated that their recruitment was ineffective at present.

5. There seemed to be both a considerable need for volunteers and a need for assistance in recruiting those volunteers.

6. Individuals with special skills were required by 80% of the groups with a need for a wide range of skills.

COMMUNITY ORGANIZATIONS AND CITIZENS' GROUPS USE OF CONSULTANTS

A series of questions were asked of respondents to obtain information on this topic. Tables 20.1 - 20.3 indicate the results.

Table 20.1 - Consultants Involved with Groups (n=25)

Consultants Are Involved	64%
Consultants Are Not Involved	36%

Table 20.2 - Voluntary Consultants (n=16)

Consultants Are Voluntary	88%
Consultants Are Not Voluntary	13%

Table 20.3 - Expertise, Recruitment and Usefulness of Voluntary Consultants

	RECREATION GROUPS (n=5)	SPECIAL INTEREST GROUPS (n=9)	ENVIRONMENTAL GROUPS (n=3)	NEIGHBOURHOOD GROUPS (n=8)
EXPERTISE	Networking of resources - Coaching - Umpiring.	- Medical - Social Work - Psychiatric - Legal - Research - Restoration of buildings - Artistic - Architecture - Conducting public presentations - Funding.	- Community development.	- Networking of resources - Community development - Legal - Umpiring - Coaching - Politics.
RECRUITMENT	- Contacted.	- Word-of-mouth - Contacted - Previuusly involved.	- Contacted.	- Word-of-mouth - Contacted.
USEFULNESS	- Useful.	- Useful.	- Useful.	- Useful - Sometimes useful.

COMMUNITY ORGANIZATIONS AND CITIZENS' GROUPS USE OF CONSULTANTS

Summary: 1. Consultants were used in just under two-thirds of the groups - most of these being voluntary consultants.

2. The expertise of these consultants varied between groups. They were, most often, recruited either through contacts or word-of-mouth. All groups found their involvement useful to the organization.

WORKSHOPS FOR COMMUNITY ORGANIZATIONS AND CITIZENS GROUPS

Tables 21.1 - 21.2 indicate the results of questions directed at respondents covering workshops for these groups.

Table 21.1 - Groups' Interest in Attending Regular Volunteer Bureau Workshops (n=25)

Interested in Attending	68%
Interested in Attending, If Relevant	8%
Not Interested in Attending	24%

Table 21.2 - Subjects' Ability to Attend Workshops (n=17)

Could Find Time to Attend	74%
Could Find Time to Attend, If Relevant	11%
Could Not Find Time to Attend	11%

RESOURCE MATERIALS

Table 22.1 and Table 22.2 indicate those resources community organizations and community groups would find useful.

Table 22.1 - Resources Which Groups Would Find Useful (n=25)

Resource Library	56%
Slide/Tape Recorder	48%
Film Projector	48%
Training Manuals for Volunteers on Activities Related to the Organization	48%
Guest Speakers on Activities Related to Organization	40%
Games, Workshops, Participatory Materials to Use in Training Volunteers	36%
Films on Voluntary Activity, Community Action/Development	32%
Fund-raising Assistance/Information	20%
Clerical and Duplicating Assistance	16%
Audio-Visual and Technical Equipment	12%
Networking of Resources	8%
Speakers on Various Voluntary Subjects	8%
Community Development Assistance	4%
Provision of Physical Administration Centre	4%

WORKSHOPS FOR COMMUNITY ORGANIZATIONS AND CITIZENS GROUPS

Summary: 1. Over two-thirds of the groups were interested in attending workshops organized by the Volunteer Bureau and, of these, 74% said they could find the time to attend.

RESOURCE MATERIALS

Summary: 1. The resources which reportedly would be used most frequently included a resource library, slide/tape projector, a film projector and training manual inserts.

RESOURCE MATERIALS (cont'd)

Table 22.2 - Resource Library Subjects Groups Would Find Useful (n=14)

Publicity	79%
Retention of Volunteers	75%
Recruitment	75%
Volunteer Management	50%
Administration of Programs	43%
Program Development	36%
Training	36%
Fund-raising	21%

COMMUNITY ORGANIZATIONS AND COMMUNITY GROUPS
RELATIONSHIP WITH THE VOLUNTEER BUREAU

The relationship to date between these two groups was explored briefly and the results appear in Tables 23.1 - 23.3.

Table 23.1 - Groups' Familiarity With Volunteer Bureau and Its Services (n=25)

Familiar with Volunteer Bureau and Its Services	40%
Somewhat Familiar with Volunteer Bureau and Its Services	8%
Are Not Familiar with Volunteer Bureau and Its Services	52%

Table 23.2 - Groups Considered Approaching Volunteer Bureau for Assistance (n=25)

Have Considered Approaching Volunteer Bureau for Assistance	28%
Have Not Considered Approaching Volunteer Bureau for Assistance ...	68%
Don't Know If Group Has Considered Approaching Volunteer Bureau for Assistance	4%

Summary: 2. Of those groups interested in a resource library, the subjects of most interest included publicity, retention of volunteers and recruitment of volunteers.

COMMUNITY ORGANIZATIONS AND COMMUNITY GROUPS RELATIONSHIP WITH THE VOLUNTEER BUREAU

Summary: 1. Most groups were not familiar with the Volunteer Bureau and consequently had not considered requesting assistance from the Volunteer Bureau.

COMMUNITY ORGANIZATIONS AND COMMUNITY GROUPS (cont'd)
RELATIONSHIP WITH THE VOLUNTEER BUREAU

Table 23.3 - Groups' Suggestions of How Volunteer Bureau Could Assist Them

NEIGHBOURHOOD GROUPS (n=8)	SPECIAL INTEREST GROUPS (n=9)
- Contact group in September to introduce Volunteer Bureau and its services. - Provision of methods to stimulate community interest. - Pool people in North-End of Hamilton. - Link them with community resources and vice versa. - Unify volunteers in community groups. - Include community groups in Volunteer Week activities. - Provision of knowledgeable person to help community council. - Get groups input when organizing workshop for them. - Assistance in recruiting.	- Recruit people to act as consumer watch-dogs. - Access to clerical and duplicating equipment. - Day Care - Networking of resources. - Referral of persons interested in abortion. - Referral of people to write advertising. - Referral of persons with public relations skills. - Fund-raising.
ENVIRONMENTAL GROUPS (n=3)	**RECREATIONAL GROUPS (n=5)**
- Volunteer Bureau has to be flexible to understand and relate to problems of groups. - Volunteer Bureau should approach groups as community development not agencies. - Volunteer Bureau should not let volunteers do jobs others are paid to do. - Help to recruit people with skills. - Recruit experts in fund-raising. - Recruit experts to help in initial organizing of groups.	- Help to recruit pupils. - Recruit person to develop program and train others to work with teenagers. - Organize workshops on sports, parents' interaction with their children, and "Codes of Behaviour" during tournaments. - Obtain literature on sports and make it available to groups. - Volunteer Bureau could act as mediator between groups and Hamilton Recreation Department to discover who receives funding and why.

Summary: 2. Suggestions as to how the Volunteer Bureau could assist these groups were quite varied and hence provide a good notion of possible services required.

SECTION "D"

DISCUSSION AND RECOMMENDATIONS

DISCUSSION

A considerable amount of the information gathered through this survey has been very useful in providing a profile of voluntary organizations and activity in Hamilton. Some of it, however, has a direct impact on the services of the Volunteer Bureau. In this section, we will discuss these points and make recommendations to the Volunteer Bureau Advisory Committee. Responsibility for identifying priorities from these recommendations will, for the most part, be in their hands.

All recommendations are summarized on separate sheets following this section.

RESOURCE MATERIALS - LIBRARY

Many agencies reacted positively to the prospect of an expanded resource library at the Volunteer Bureau, as did community organizations and citizens' groups. Based on the experience of the researchers in using the library, the current collection seems not comprehensive enough to service the multitude of needs brought by both these groups.

The areas of volunteerism on which such a library should focus, according to the responses received, are volunteer recruitment, retention of volunteers, training of volunteers and publicity.

To accomplish this, two items will be required. First, a financial commitment on the part of the Social Planning and Research Council of Hamilton and District to adequately supply the library. Secondly, the services of a volunteer librarian would be very useful in organizing present materials, identifying weaknesses in the library and providing assistance to individuals and/or groups wishing to make use of the library.

RESOURCE MATERIALS - OTHER RESOURCES

There was a considerable demand for resource materials to be used for professional development and/or volunteer training, again, on the part of both agencies and community organizations. Films, guest speakers, a film projector and games, workshop and participatory materials were identified as being needed by a number of agencies while community organizations saw training manual inserts, a film projector and a slide/tape projector as being useful resources to which they need access.

Obviously, financial limitations are presently such that the acquisition of all, if not some of these, is doubtful. With this kind of interest, however, the Volunteer Bureau would be negligent in not pursuing the matter further.

A reasonable alternative for the Volunteer Bureau and other central services such as the Hamilton Public Library, Community Information Services, and Social Planning and Research Council would be to make a list of the availability of the noted resources in the community at present.

Upon completion of this task, weaknesses or gaps in availability of resource materials could be identified. With this information in hand, financial assistance could be sought to meet the remaining needs.

As for materials directly pertaining to the field of volunteerism (training manual inserts, etc.), the Volunteer Bureau should pursue their acquisition immediately if it is to serve as a voluntary resource centre to this community.

Finally, the development of a Speakers Bureau to servóce the needs of agencies for guest speakers would be a positive step.

CO-ORDINATOR NETWORKING

There seemed to be a very strong interest in the concept of co-ordinator networking amongst agencies. What has been suggested is a series of regular sessions where co-ordinators of volunteers could share information and problem solve.

The Volunteer Bureau should further explore this area in conjunction with the Regional Association of Co-ordinators of Volunteers (R.A.C.V.) - a group which has this function as part of its mandate. The relationship between the Volunteer Bureau and the R.A.C.V. concerning co-ordinator networking must be worked out before either group proceeds further in this matter.

INITIAL AND ONGOING TRAINING OF VOLUNTEERS

Volunteer Co-ordinators seemed confident that both their initial and ongoing training was effective as it currently operates. From this study, one cannot more accurately determine how effective they really are but, in the opinion of the researchers, there is room for improvement in this area.

The Volunteer Bureau has, for several years, shown concern in this area. This should be continued with perhaps an expanded educational role focussing on ways to improve volunteer training programs.

A further method of providing assistance is through support of a centralized training service. Agency reaction to this was very positive with seventy percent (70%) in favour of centralized initial training and seventy-four percent (74%) in favour of centralized ongoing training.

With current staff resources being limited at the Volunteer Bureau, alternatives must be considered to operationalize this service. One very real possibility would be to have a group of people providing this service through the Volunteer Bureau on a voluntary basis. The first place to recruit individuals to carry out this task would be with those agencies who indicated a willingness to assist in the development of such a program. In all, sixty-two percent (62%) of the eighty-one (81) agencies who responded to the mail-out questionnaire indicated a willingness to assist in this process.

RECRUITMENT AND RETENTION OF VOLUNTEERS

Areas that created difficulties for both agencies and community organizations were those of recruitment and retention of volunteers. Here again, if the Volunteer Bureau is to play the role of a resource centre in the community, these are problems that must be addressed.

The significant problems encountered in recruitment, particularly within agencies, provides a strong mandate to the committee responsible for publicity and promotion at the Volunteer Bureau. Current plans call for that committee to focus on the promotion of volunteerism or citizen involvement in the community. Maintaining this focus is highly recommended.

As for retention of volunteers, it would be helpful to both agencies and groups to learn more about ways to keep volunteers active within their group. The development of educational aids with this in mind would be a start. In addition, the co-ordinator workshops could approach this subject as an initial topics for examination.

SKILLED VOLUNTEERS

There was a considerable demand among both agencies and community organizations for the services of skilled volunteers. The specific skills required varied considerably between agencies and community organizations but, without a doubt, the need was very great.

Considering this, the Volunteer Bureau should begin the process of establishing a Skills Bank that could commence service as early as possible. It should reflect the needs of both groups - all of which are outlined earlier in the report.

BOARD AND COMMITTEE MEMBERS

The recruitment of voluntary Board and Committee members seemed to create little difficulty for those agencies that had a voluntary Board and/or Committees. Further, most areas of skill or expertise were well represented throughout the agencies.

This area has been a concern of the Volunteer Bureau for some time now. Based on this study, it seems that the need, for the most part, does not exist to justify such a Board member recruitment service. Those who do need assistance would appear to be in the minority.

This finding is somewhat surprising in that it seems somewhat inconsistent with the experience of those heavily involved and working at the Volunteer Bureau. Certainly before deciding on any dramatic course of action in this area further study will be required. It may be wise to consider whether those persons being questioned are in fact the people charged with responsibility for recruiting new Board members. Although at present, one form of effective response to those who do require assistance would be to include the recruitment of voluntary Board and Committee members in such a service as the Skills Bank.

CONSULTANTS

Similar to Board and Committee members, agencies had little difficulty in the recruitment of either paid or voluntary consultants. The major difference here, however, is that slightly more than one-half of the agencies surveyed did not have any consultants working for them. Unfortunately, no reasons were sought for these groups not using consultants. Some agencies may not require the services of consultants while others may have a great need for them but have difficulty with their recruitment. The lack of clarity in this area requires further attention. The Volunteer Bureau should, through its regular correspondence with agencies, explore further the question of need for voluntary consultants.

SERVICES OF THE VOLUNTEER BUREAU

An important goal of this project, as outlined earlier, was an increased contact between the Volunteer Bureau and the agencies which it served To date, much of the contact has occurred through the recruitment, initial screening and referral of volunteers to agencies. This became increasingly clear when agencies reported their familiarity with Volunteer Bureau services. Very few were familiar with more services than these.

The poor knowledge of other services justifies an extensive agency education program on the services that are currently offered. Some of this was done by the Interviewers conducting this survey, but additional materials would be helpful.

It is also important to remember these results when services are initiated or discontinued. Should this kind of information not be disseminated, the end result will be confusion as to the role of the Volunteer Bureau - something the Interviewers perceive as being a problem at present.

The same can really be said of the relationship between the Volunteer Bureau and community organizations or citizens' groups. Several needs of these groups (i.e., recruitment of more traditional-type volunteers) could be easily handled through the current offering of services. The barrier between these groups and the services of the Volunteer Bureau seems to be simply an unfamiliarity with the services. A heightened education program would be very beneficial here as well.

RECOMMENDATIONS

1. RESOURCE MATERIALS

1.1 THAT the Volunteer Bureau develop a comprehensive resource library to service both agencies and groups dealing with topics such as recruitment and retention of volunteers, training for volunteers, and promotion.

...

1. RESOURCE MATERIALS (cont'd)

1.2 THAT, considering the present condition of the Volunteer Bureau library, the Volunteer Bureau solicit the service of a volunteer librarian to both identify what additional materials are necessary and organize present materials. This should be done in co junction with a member of the Volunteer Bureau who has expertise in the area of volunteerism. Further,

THAT this librarian remain to assist groups or individuals in their use of the resource library.

1.3 THAT the Volunteer Bureau in conjunction with other central services such as the Hamilton Public Library, Community Information Services, and the Social Planning and Research Council of Hamilton and District, make a list of material resources available such as slide/tape projectors, film projectors, screens, etc., in the community. Further,

THAT this list include the amount of notice required to borrow such materials and the cost to be incurred.

1.4 THAT the Volunteer Bureau supplement this list with materials such as training manual inserts, games or workshops, and participating materials for use in volunteer programs.

1.5 THAT the Volunteer Bureau, having identified what gaps exist in the availability of resources, seek financial assistance to purchase the needed materials.

1.6 THAT the Committee responsible for publicity and promotion of volunteerism through the Volunteer Bureau, develop a Speakers Bureau to meet the demand for guest speakers in the community.

2. CO-ORDINATOR NETWORKING

2.1 THAT the Volunteer Bureau further explore the possibility of sponsoring or co-sponsoring with the R.A.C.V. a series of co-ordinator workshops to be held in a central location free of charge.

...

3. INITIAL AND ONGOING TRAINING OF VOLUNTEERS

3.1 THAT the Volunteer Bureau, as part of a larger Agency Outreach Program, undertake an educational role in providing information on ways to improve and/or expand training programs for volunteers.

3.2 THAT the Volunteer Bureau develop sufficient voluntary resources to introduce centralized initial training as a basic service of the Volunteer Bureau.

...

3. INITIAL AND ONGOING TRAINING OF VOLUNTEERS (cont'd)

3.3 THAT those agencies indicating a willingness to assit in the development of centralized initial training sessions be requested to participate in the planning of such sessions

4. RECRUITMENT AND RETENTION OF VOLUNTEERS

4.1 THAT the mandate of the Committee responsible for Publicity and Promotion at the Volunteer Bureau be maintained with the emphasis on the promotion of citizen involvement.

4.2 THAT the education role of the Volunteer Bureau also include the development of educational aids in these areas.

5. SKILLED VOLUNTEERS

5.1 THAT the Volunteer Bureau develop sufficient voluntary resources and allocate staff time to developing a Skills Bank that could meet the needs.

6. BOARD AND COMMITTEE MEMBERS

6.1 THAT the Volunteer Bureau not initiate an active program for the recruitment of Board and/or Committee members in community organizations and agencies without conducting further investigation of need for this service. Any response that is required for those who now need assistance, should at present be handled through a vehicle such as the Skills Bank.

7. CONSULTANTS

7.1 THAT the Volunteer Bureau, through its regular correspondence with agencies, further explore the demand for voluntary consultants in those agencies which currently do not use the services of consultants.

8. SERVICES OF THE VOLUNTEER BUREAU

8.1 THAT the Volunteer Bureau undertake an extensive Agency Outreach Program to, for one, provide information on Volunteer Bureau services. Considering the poor knowledge agencies have of current services, as illustrated by the data, this is a necessity to both improve and strengthen existing and future relations.

8.2 THAT, should any changes occur in Volunteer Bureau programs or services, such a program would manage responsibility for ensuring proper information is disseminated and clarification provided where necessary.

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THE SOCIAL PLANNING AND RESEARCH COUNCIL OF HAMILTON AND DISTRICT
153½ King Street East Hamilton, Ontario - L8N 1B1

VOLUNTEER BUREAU

APPENDIX "A"

PROFILE OF VOLUNTARY ORGANIZATIONS

QUESTIONNAIRE - PART I

1. RESOURCE LIBRARY

The Volunteer Bureau presently offers access to its library of resource material on volunteerism and the many aspects of managing a volunteer program. However, it is not a comprehensive collection and the possibility of expansion exists.

Would you, or someone else from your organization, make use of this resource library if it were further expanded?

YES ○ ⟶ What areas of volunteerism would be most useful?

NO ○

- ○ Recruitment
- ○ Training
- ○ Retention
- ○ Volunteer Management
- ○ Publicity
- ○ Administration
- ○ Program Development
- ○ Other: _____
- ○ _____
- ○ _____

2. OTHER RESOURCE MATERIAL

There are many resources, other than written material, which might be of use to volunteer co-ordinators. Again, because financial support in the voluntary community is always limited, we expect that many agencies and organizations have not been in a position to acquire various pieces of equipment, films, manuals, and so on for use in their own professional development and their volunteer training programs.

If the Volunteer Bureau was able to acquire the following resources and make them available for use in the community, do you think you, or someone in your organization, would find them useful?

YES	NO		
○	○	Slide/tape projector	Audio-Visual Equipment
○	○	Film Projector	Audio-Visual Equipment
○	○	Films	Audio-Visual Equipment
○	○	Games, workshop and participatory material	
○	○	Training manual inserts (for example, general material on the role of volunteers in selected service areas, social change, community resources, advocacy, etc.)	
○	○	Speakers	

3. CO-ORDINATOR NETWORKING

Opportunities for information-sharing and professional development among co-ordinators of volunteers have not been as accessible or frequent as in some other fields. If the Volunteer Bureau were to organize a series of regular (and free) sessions where co-ordinators of volunteers could share information, problem-solve, and/or explore avenues of collective action (on topics such as recruitment, programming, publicity, and so on) would you be interested?

YES ○ ⟶ Do you think you could find the time to attend?

NO ○

YES ○

NO ○

4. CENTRALIZED (BASIC) TRAINING

It has been suggested that some areas of basic training for volunteers are quite similar from agency to agency. That is, volunteers who work directly with "clients" often receive training in helping, communication, and listening skills while volunteers who work in community service organizations often receive training on community resources, referral techniques, and so on. We know that volunteer training absorbs a great deal of the co-ordinator's time and energy so that duplication of such training sessions on a small scale in each individual agency may not be making the best use of available expertise.

If the Volunteer Bureau were to organize centralized training on common and basic topics such as communication, helping, listening, referral, community resources, and so on, would you encourage attendanced by your volunteers?

YES ○ ⟶ Do you think centralized training would, in the long run, save you time?

NO ○

YES ○

NO ○

Would you be willing to help in the development of such training sessions?

YES ○

NO ○

Would you see these workshops as an integral part of the training for your volunteers?

YES ○

NO ○

Could you please explain? _____

_____

_____

_____

_____

5. CENTRALIZED (ONGOING) TRAINING

In some cases the centralized training workshops may not coincide well with the timing of volunteer training programs in some agencies. Because of this scheduling pooblem, it has been suggested to the Volunteer Bureau that we organize a series of ongoing training sessions for all volunteers in the community. Designed to cover a wide range of topics, these training sessions would provide more in-depth information to volunteers than can be addressed in the training programs of each individual agency or organization. Topics for these centralized training sessions might include: the legal system, advocacy, the family corrections, the health care system, and many other topics relevant to the fields in which volunteers participate.

If the Volunteer Bureau were to organize centralized ongoing training workshops, would you encourage attendance by your volunteers?

NO ○ ——→ Please explain: _____

YES ○ _____

_____

_____

_____

_____

_____

_____

6. SKILLS BANK

Right now, the orientation of the Volunteer Bureau is towards meeting the needs of agencies and organizations for volunteers. Thus, we have on file, at any given point, many requests for volunteers and we generally wait until a suitable volunteer arrives so that we can make the referral. While we do a small amount of specific recruiting through our regular column in the Spectator, we often place volunteers in agencies simply on the basis of available time and suitable personality characteristics in a general sense - i.e., mature, caring, warm, friendly, and so on.

We believe that this may not be making the best use of the skills which each volunteer possesses and suggest that a skills bank may address this and a number of other disadvantages of the present referral system.

A skills bank would include three major components:

(a) The concentrated recruitment of volunteers on the basis of the expertise and skills which they possess.

(b) The determination of agency's needs for volunteers who possess specific and definable skills in specified areas of service.

(c) Referral of volunteers into the community with the emphasis on matching skills with identified needs.

...

For example, the skills bank could begin to refer volunteer accountants, bookkeepers, lawyers, organizers, administrators, committee members, and so on, to agencies who find difficulty in locating individuals to meet these defined needs.

Would it be useful to your agency if the Volunteer Bureau were able to locate volunteers with specific and defined skills?

YES ○ ⟶ How would these skilled volunteers fit into your existing program? Please explain.

_____

_____

_____

_____

_____

_____

_____

_____

NO ○

Could you please explain?

_____

_____

_____

_____

_____

_____

Can you project ways in which skilled volunteers might be incorporated into your agency's service?

YES ⟶ Which skills would be most needed? Please list.

NO

_____ _____

_____ _____

_____ _____

_____ _____

_____ _____

THE SOCIAL PLANNING AND RESEARCH COUNCIL OF HAMILTON AND DISTRICT
153½ King Street East
Hamilton, Ontario - L8N 1B1

VOLUNTEER BUREAU

APPENDIX "B"

PROFILE OF VOLUNTARY ORGANIZATIONS QUESTIONNAIRE

DATE OF INTERVIEW: _____ INTERVIEW CONDUCTED BY: _____

NAME OF PERSON(S) INTERVIEWED: _____

POSITION OF PERSON(S) INTERVIEWED: _____

AGENCY/ORGANIZATION: _____

ADDRESS: _____

POSTAL CODE: _____ TELEPHONE NUMBER: _____

---

1. Can you please tell me how long you have been with this agency?
   _____ months/years.

2. Could you please describe the volunteer opportunities which are presently being offered by your agency? (Briefly explain what we are looking for.)

JOB "A":

(i) Title: _____

(ii) Description: _____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

JOB "B":

(i) Title: _____

(ii) Description: _____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

JOB "C":

(i) Title: _____

(ii) Description: _____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

JOB "D":

(i) Title: _____

(ii) Description: _____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

JOB "E":

(i) Title: _____

(ii) Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

_____

JOB "F":

(i) Title: _____

(ii) Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

_____

JOB "G":

(i) Title: _____

(ii) Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

_____

JOB "H":

(i) Title: _____

(ii) Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

_____

JOB "I":

(i) Title: _____

(ii) Description: _____

_____

_____

(iii) Time & Commitment Required: _____ _____

(iv) Skills/Qualities: _____

_____

FOR JOB(S)"_____"

For the purpose of this part of the questionnaire, could you please identify which of your volunteer jobs have similar training programs, if any.

3. Is initial training for your volunteers offered at your agency for this job(s)?

YES [ ]
NO [ ]

Why is that? (Check if mentioned.)
[ ] Job is simple
[ ] Lack of time
[ ] Had not thought about it
[ ] Outside resources unknown/unavailable
[ ] Other (specify): _____

Could you please describe the following aspects of your training program?

(a) The format? (Offer choice.)
[ ] Individual training sessions
[ ] Group sessions, workshops
[ ] Volunteer match-ups
[ ] On-the-job training
[ ] Other (specify): _____

(b) The content? (Offer choice.)
[ ] Interpersonal/communication skills
[ ] Crisis intervention
[ ] Availability of community resources
[ ] Specific job responsibilities (if additional training, for which job(s)?) _____
[ ] Other (specify): _____

(c) How long is the program? (Check one box.)
[ ] Less than 3 hours
[ ] 3 - 6 hours
[ ] 6 - 10 hours
[ ] 10 - 15 hours
[ ] More than 15 hours

(d) How often is the program run? (Check one box.)
[ ] Once a month
[ ] Bi-monthly
[ ] Yearly
[ ] As required
[ ] Other (specify): _____

(e) What time of year? (Check appropriate box(es)
[ ] Spring
[ ] Summer
[ ] Fall
[ ] Winter
[ ] All year

(f) The resources used? (Offer choice.)
[ ] Audio/visual equipment
[ ] Guest speakers
[ ] Staff expertise
[ ] Written material
[ ] Tours
[ ] Other (specify): _____

(g) How effective do you think that your initial training program is? (Offer choice.)
[ ] Very effective
[ ] Effective
[ ] Adequate
[ ] Ineffective
Comments: _____

FOR JOB(S)"_____"

4. Is ongoing training for your volunteers offered at your agency?

YES [ ]
NO [ ]

Why is that? (Check if mentioned.)
[ ] Job is simple
[ ] Lack of time
[ ] Had not thought about it
[ ] Outside resources unknown/unavailable
[ ] Other (specify): _____

Could you please describe the following aspects of your training program?

(a) The format? (Offer choice.)
[ ] Individual training sessions
[ ] Group sessions, workshops
[ ] Volunteer match-ups
[ ] On-the-job training
[ ] Other (specify): _____

(b) The content? (Offer choice.)
[ ] Interpersonal/communication skills
[ ] Crisis intervention
[ ] Availability of community resources
[ ] Specific job responsibilities (if additional training, for which job(s)?) _____
[ ] Other (specify): _____

(c) How long is the program? (Check one box.)
[ ] Less than 3 hours
[ ] 3 - 6 hours
[ ] 6 - 10 hours
[ ] 10 - 15 hours
[ ] More than 15 hours

(d) How often is the program run? (Check one box.)
[ ] Once a month
[ ] Bi-monthly
[ ] Yearly
[ ] As required
[ ] Other (specify): _____

(e) What time of year? (Check appropriate box(es)
[ ] Spring
[ ] Summer
[ ] Fall
[ ] Winter
[ ] All year

(f) The resources used? (Offer choice.)
[ ] Audio/visual equipment
[ ] Guest speakers
[ ] Staff expertise
[ ] Written material
[ ] Tours
[ ] Other (specify): _____

(g) How effective do you think that your ongoing training program is? (Offer choice.)
[ ] Very effective
[ ] Effective
[ ] Adequate
[ ] Ineffective
Comments: _____

FOR JOB(S)"_____"

5. Is any kind of ongoing support or supervision offered to your volunteers?

YES [ ]

NO [ ]

Why is that? (Check if mentioned.)

[ ] Job is simple

[ ] Lack of time

[ ] Had not thought about it

[ ] Outside resources unknown/unavailable

[ ] Other (specify): _____

_____

(a) Could you please describe what methods are used? (Offer choice.)

[ ] Individual discussion with supervisor

[ ] Group/team discussions

[ ] Random supervisor check-ups

[ ] Volunteer reports

[ ] Other (specify): _____

(b) How often is this done? (Offer choice.)

[ ] Once a week

[ ] Bi-weekly

[ ] Monthly

[ ] As required

[ ] Other (specify): _____

The Volunteer Bureau is willing to assist and is available for consultation around a variety of difficulties and/or gaps in volunteer programs. Therefore, it would be very useful for us to be aware of your major needs. The following questions are designed to explore this area of need. As there are a number of questions to be answered, could you please just give a "YES/NO" response?

6. Are any difficulties encountered in the volunteer programs in any of the following areas at your agency? (Read list and only check if "YES" there is a difficulty. If checked, then identify which programs.)

a) First of all, in the area of recruitment, do you have any difficulties with:
   (i) Publicity? [ ] _____
   (ii) Sources? [ ] _____
   (iii) Appropriateness? [ ] _____
   (iv) Quantity? [ ] _____

(SKIP (b) and (c) IF NO TRAINING OFFERED.)

b) Secondly, the area of initial training, do you have any difficulties with:
   (i) Determining content (topics)? [ ] _____
   (ii) Determining format? [ ] _____
   (iii) Suitable location? [ ] _____
   (iv) Availability of background information? [ ] _____
   (v) Availability of resource people? [ ] _____
   (vi) Time constraints? [ ] _____
   (vii) Funding constraints? [ ] _____

c) Thirdly, in the area of ongoing training, do you have any difficulties with:
   (i) Determining content (topics)? [ ] _____
   (ii) Determining format? [ ] _____
   (iii) Suitable location? [ ] _____
   (iv) Availability of background information? [ ] _____
   (v) Availability of resource people? [ ] _____
   (vi) Time constraints? [ ] _____
   (vii) Funding constraints? [ ] _____

d) The next area is support and supervision of volunteers, do you have any difficulties with:
   (i) Time? [ ] _____
   (ii) Supervisory skills? [ ] _____

e) In the area of retention of your volunteers, do you encounter difficulties with:
   (i) Burn-out? [ ] _____
   (ii) Loss of interest? [ ] _____
   (iii) Other commitments? [ ] _____

f) Is dissatisfaction a problem:
   (i) Among volunteers? [ ] _____
   (ii) Within the agency (re: volunteers)? [ ] _____

g) Are there any other difficulties that you would like to mention at this point?
   (i) _____ [ ] _____
   (ii) _____ [ ] _____
   (iii) _____ [ ] _____
   (iv) _____ [ ] _____

7. Have sufficient opportunities such as workshops, seminars, etc., been available for your own professional development in the area of volunteerism?

YES [ ]
NO [ ]

Why is that? (Check if mentioned.)
[ ] Time constraints
[ ] Money constraints
[ ] Lack of applicable opportunities
[ ] Location/distance problem
[ ] Other (specify): _____

8. (a) Does your agency/organization have a voluntary Board of Directors?

YES [ ]
NO [ ]
DON'T KNOW [ ]

Is there anyone who could provide us with this information?
NAME: _____
POSITION: _____
TELEPHONE NUMBER: _____

With what areas of expertise? (Offer choice.)

[ ] Public relations	[ ] Business and Industry
[ ] Financial	[ ] Education
[ ] Politics	[ ] Social Services
[ ] Legal	[ ] Labour
[ ] Health care	[ ] Community Representative

[ ] Other (specify): _____

How is recruitment accomplished? _____

Do you encounter recruitment difficulties?
YES [ ]
NO [ ]

Why is that? _____

(b) Does your agency/organization have any volunteer committee members?

YES [ ]
NO [ ]
DON'T KNOW [ ]

Is there anyone who could provide us with this information?
NAME: _____
POSITION: _____
TELEPHONE NUMBER: _____

Please describe:
With what skills?

[ ] Public relations	[ ] Business and Industry
[ ] Financial	[ ] Education
[ ] Politics	[ ] Social Services
[ ] Legal	[ ] Labour
[ ] Health care	[ ] Community Representative

[ ] Other (specify): _____

How is recruitment accomplished? _____

Do you encounter recruitment difficulties?
YES [ ]
NO [ ]

8. (c) Are any consultants (i.e., research, planning, medical) involved with your agency?

YES [ ]

NO [ ]

DON'T KNOW [ ]

Is there anyone who could provide us with this information?

NAME: _____

POSITION: _____

TELEPHONE NUMBER: _____

Are the consultants voluntary or paid for their work?

VOLUNTARY [ ]

PAID [ ]

What expertise do they possess?

(i) VOLUNTARY: _____

(ii) PAID: _____

How is recruitment accomplished?

(i) VOLUNTARY: _____

(ii) PAID: _____

Do you encounter recruitment difficulties?

(i) VOLUNTARY: YES [ ]

NO [ ]

Comments: _____

(ii) PAID: YES [ ]

NO [ ]

Comments: _____

9. Is your need for volunteers a relatively constant and steady one, or does the need fluctuate throughout the year?

CONSTANT/STEADY [ ]

FLUCTUATES [ ]

Do you know when your need for volunteers will be greatest?

YES [ ]

NOT PREDICTABLE [ ]

When during the year is your need greatest? (Offer choice.)

[ ] Spring

[ ] Summer

[ ] Fall

[ ] Winter

[ ] Other (specify): _____

10. Are you aware of any changes in the scope of your volunteer program overall in the last five years?

YES [ ]

NO [ ]

Record comments: _____

_____

_____

_____

_____

-Has the scope of your overall program increased or decreased?

INCREASED [ ]

DECREASED [ ]

-Why do you think that the scope of your overall program has changed? (Offer choice.)

[ ] Planned expansion

[ ] Change in demand

[ ] Change in agency policy/philosophy

[ ] Change in available resources

[ ] Other (specify): _____

_____

-Record any additional comments: _____

_____

_____

-Do you feel that the accompanying resources required to meet your changing program needs are keeping pace at your agency (i.e., human/physical/financial resources)?

YES [ ]

NO [ ]

Record comments: _____

_____

_____

_____

_____

11. Would you say that the number of people volunteering at your agency in the last five years is increasing, decreasing, or constant?

INCREASING [ ]

DECREASING [ ]

CONSTANT [ ]

12. The Volunteer Bureau is trying to understand the broad kinds of changes that are taking place in the area of voluntary participation. With this in mind, could you please tell me whether the types of volunteers coming to your agency during the last five years have been changing (i.e., increasing, decreasing, or constant) in any of the following ways? (Check and note "0" if none. Also, if respondent can't talk in 5-year time frame, note time frame.)

	INCREASING	DECREASING	CONSTANT
(a) First of all, age:			
(i) Has the number of youth, under 19 years old, volunteering increased, decreased or remained constant?	___	___	___
(ii) Have the number of young adults, from 19-30 years old, volunteering increased, decreased or remained constant?	___	___	___
(iii) How about mature adults, from 31 to 64?	___	___	___
(iv) And seniors, 65 and over?	___	___	___
(b) Now, the sex of the volunteers:			
(i) Has the number of female volunteers increased, decreased or remained constant?	___	___	___
(ii) What about male volunteers?	___	___	___
(c) Has the number of handicapped volunteers increased, decreased or remained constant?	___	___	___
(d) Has the number of volunteers who are utilizing their definable background skills, increased, decreased or remained constant?	___	___	___

(e) Can you give any reasons why you think any of these changes have occured?

_____
_____
_____
_____

13. Can you project what volunteer programs and/or jobs you or your agency may develop in the future? (List and describe, if any.)

_____
_____
_____
_____
_____
_____
_____
_____

14. Based on your present (and projected) volunteer programs, can you identify if opportunities for the following types of volunteers will be increasing, decreasing, or remaining constant? (Please check.)

	INCREASING	DECREASING	CONSTANT
(a) First of all:			
(i) Youth, 0 to 18 years?	___	___	___
(ii) Young adults, 19-30?	___	___	___
(iii) Mature adults, 31-64?	___	___	___
(iv) Seniors, 65 and over?	___	___	___
(b) What about:			
(i) Female volunteers?	___	___	___
(ii) Male volunteers?	___	___	___
(c) And, finally:			
(i) Handicapped volunteers?	___	___	___

15. Have you or your agency had any contact with the Volunteer Bureau in the last two years?

YES [ ]

NO [ ]

How would you evaluate your relationship and/or communication with the Volunteer Bureau? Has it been: (Offer choice.)

[ ] Very satisfactory?
[ ] Satisfactory?
[ ] Adequate?
[ ] Unsatisfactory?
[ ] Very unsatisfactory?

Why is that? _____

16. Which services or programs are you aware of that the Volunteer Bureau offers? (Check if mentioned.)

[ ] Volunteer Week activities
[ ] Education Committee
[ ] Availability of consultation
[ ] Initial screening and referral of volunteers
[ ] Volunteer Bureau library
[ ] Volunteer recruitment
[ ] Promotion of citizen participation
[ ] Other (specify): _____

(LEAVE FACT SHEETS ON VOLUNTEER BUREAU SERVICES.)

INTERVIEWER'S COMMENTS: _____

THE SOCIAL PLANNING AND RESEARCH COUNCIL OF HAMILTON AND DISTRICT
153½ King Street East Hamilton, Ontario - L8N 1B1

VOLUNTEER BUREAU

APPENDIX "C"

PROFILE OF VOLUNTARY ORGANIZATIONS

COMMUNITY ORGANIZATIONS QUESTIONNAIRE

DATE OF INTERVIEW: _____ INTERVIEW CONDUCTED BY: _____

NAME OF PERSON INTERVIEWED: _____

POSITION OF PERSON INTERVIEWED: _____

ORGANIZATION: _____

ADDRESS: _____

POSTAL CODE: _____ TELEPHONE NUMBER: _____

---

1. Could we begin by exploring the background of your group? Could you tell me how long your group has been in operation?

[ ] Less than 1 year
[ ] 1 - 2 years
[ ] 2 - 3 years
[ ] 3 - 4 years
[ ] 4 - 5 years
[ ] 5 - 10 years
[ ] 10 - 20 years
[ ] More than 20 years

2. Briefly, what is the purpose of your organization? _____

_____

_____

_____

3. What are the main activities your group is engaged in?

[ ] Public education
[ ] Fund-raising
[ ] Membership drives
[ ] Lobbying government
[ ] Recreation
[ ] Social events
[ ] _____
[ ] _____

4. Does your group have a membership?

YES [ ] → How many members do you have?
NO [ ]

[ ] Less than 10
[ ] 10 - 30
[ ] 31 - 50
[ ] 51 - 70
[ ] 71 - 100
[ ] Over 100

5. How many people do you have actively working with or for your group on a voluntary basis?

[ ] Less than 10
[ ] 10 - 30
[ ] 31 - 50
[ ] 51 - 70
[ ] 71 - 100
[ ] Over 100

6. Could you briefly outline the various roles volunteers play in your organization?

JOB "A":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

JOB "B":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

...

JOB "C":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

JOB "D":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

JOB "E":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

...

JOB "F":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

JOB "G":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

JOB "H":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

...

JOB "I":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

JOB "J":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills / Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

JOB "K":

(i) Position: _____

(ii) Job Description: _____

_____

_____

_____

(iii) Time Required & Commitment: _____

(iv) Skills/Values/Beliefs Required: _____

_____

(v) Training Received: _____

_____

(IF NO TRAINING OFFERED FOR ANY POSITIONS, GO TO QUESTION NO. 8).

7. Overall, how effective is the training you provide? Would you say it is: (Offer choice.)

[ ] Very effective
[ ] Effective
[ ] Adequate
[ ] Ineffective

Would assistance be helpful?

[ ] YES
[ ] NO

8. At present, how do you recruit individuals to volunteer? (Offer choice.)

[ ] Word of mouth
[ ] Poster campaigns
[ ] Media
[ ] Door-to-door canvassing
[ ] Newsletters
[ ] Public Speaking
[ ] Public meetings
[ ] Other groups with similar objectives/ concerns
[ ] From membership
[ ] Any others? _____
[ ] _____

9. Is recruitment restricted to a specified geographic area?

[ ] YES
[ ] NO

Would you take volunteers from outside that area?

[ ] YES
[ ] NO

10. How effective has your recruitment been? Would you say it has been: (Offer choice.)

[ ] Very effective
[ ] Effective
[ ] Adequate
[ ] Ineffective

11. Could you use more individuals as volunteers?

[ ] YES
[ ] NO

Could you use assistance in recruiting them?

[ ] YES
[ ] NO

12. Does your group have a need for individuals with special skills?

[ ] YES

[ ] NO

What skills are necessary? _____

_____

_____

_____

13. Are any consultants involved with your group (i.e., research, planning, law)?

[ ] YES

[ ] NO

Are the consultants voluntary?

[ ] YES

[ ] NO

What expertise do they possess? _____

_____

_____

_____

How are they recruited? _____

_____

_____

Has their involvement been useful? _____

_____

14. If the Volunteer Bureau were to organize a series of regular workshops to explore various topics of voluntary activity, would you or someone from your group, be interested in attending?

[ ] YES

[ ] NO

Do you think you could find the time to attend?

[ ] YES

[ ] NO

15. Would you or your group find access to any of the following resources useful? (Offer choice.)

[ ] Slide/tape recorder
[ ] Film projector
[ ] Films on voluntary activity, community action/development
[ ] Games, workshops and participatory materials for use in training members/volunteers?
[ ] Training manuals for volunteers on activities related to your organization
[ ] Guest speakers to speak on voluntary activity related to your organization
[ ] A resource library

W at specific subjects in the area of volun ary activity would you be interested in?

[ ] Recruitment
[ ] Training
[ ] Retention or keeping volunteers
[ ] Volunteer management
[ ] Publicity
[ ] Administration ofprograms
[ ] Program development
[ ] Other: _____
[ ] _____

Are there any other resources you would find useful?

[ ] _____
[ ] _____
[ ] _____
[ ] _____
[ ] _____

16. Have you ever worked jointly or participated in any project with another city group or organization?

[ ] YES
[ ] NO

What group?	What project?
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

17. Are you familiar with the Volunteer Bureau and its services?

[ ] YES

[ ] NO

18. Have you ever considered requesting assistance from the Volunteer Bureau?

[ ] YES

[ ] NO

Why is that? _____

19. Finally, do you have any ideas or suggestions as to how the Volunteer Bureau could assist your organization in its work? _____

INTERVIEWER'S COMMENTS: _____

APPENDIX "D"

PROFILE FOR VOLUNTARY ORGANIZATIONS - AGENCIES SURVEYED

SUMMER 1981

Adult Probation and Parole Services
Alternatives for Youth
Art Gallery of Hamilton
Arthritis Society - The
Association for Children with Learning Disabilities

Beacon Hill Lodge
Big Sister Association of Hamilton, Inc.
Birthright Emergency Pregnancy Service
Blodk Parents Program (Hamilton-Wentworth)
Bold Park Lodge, Inc.
B.O.O.S.T. (Blind Organization of Ontario with Self-Help Tactics)

Cable 4 Limited
Canadian Hearing Society - The
Canadian National Institute for the Blind
C.A.R.E. (Run by Mental Health/Hamilton)
Catharine Brock Lodge
Catholic Youth Organization
Central Park Lodge
C.F.M.U.-F.M. Radio McMaster
Chedoke-McMaster Hospitals:
- Chedoke Division
- McMaster Division

Children's Aid Society of Hamilton-Wentworth
Circle of Friends
C.O.R.E. (Community Organized Resource Endeavour)

D.A.R.T.S. (Disabled and Aged Regional Transit System
D.A.S.H. (Delivery Assistance to Seniors and Handicapped) Services

Elizabeth Fry Society - The
English As A Second Language

Family Services of Hamilton-Wentworth
First Place Community Centre

General Enrichment Programme Inc.
Girl Guides of Canada, Hamilton Area

Hamilton and District Association for the Mentally Retarded
Hamilton and District Extend-a-Family
Hamilton and District Literacy Council
Hamilton and District Multicultural Council, Inc.
Hamilton East Kiwanis Boys' and Girls' Club
Hamilton Psychiatric Hospital
Hamilton Public Library
Hamilton Recreation Department,
Hamilton and Region Arts Council
Hamilton Regional Indian Centre
Hamilton S.P.C.A. (Society for the Prevention of Cruelty to Animals)
Hamilton-Wentworth Creative Arts
Hamilton-Wentworth Detention Centre
Hamilton-Wentworth Lung Association
Hamilton-Wentworth Nursing Home
Hamilton-Wentworth Regional Health Unit
Hamilton-Wentworth Roman Catholic Separate School Board
Henderson Hospital
Homestead Association for Substitute Family Living
Hope Haven Homes Incorporated

Information Flamborough

Jewish Social Services
John Howard Society of Hamilton - The
Juvenile Probation and After-Care

L'Arche Hamilton

Macassa Lodge
Mary-Cannon Women's Centre
McMaster Day Care Centre
Mental Health/Hamilton
Mission Services of Hamilton
Mountain Nursing Home
Multiple Sclerosis Society of Canada - Hamilton and District Chapter

National Parole Services
Native Women's Centre
Nursing Home Activation

Ontario Heart Foundation
Ontario March of Dimes
O.P.I.R.G. (Ontario Public Interest Research Group)
Outlook Hamilton

Parental Strees Services/Parents Anonymous
Planned Parenthood Society of Hamilton
Playtime Day Nursery
P.O.S.T. (Run by Mental Health/Hamilton)
Proctor Manor Nursing Home

Rape Crisis Centre (Hamilton)
Red Hill Children's Centre
Robert Mac Home for Retarded Children
Robin's Early Childhood Centre
Royal Botanical Gardens
Rygiel Home - The

St. Elizabeth Nursing Home
St. Elizabeth Visiting Nurses Association
St. John Ambulance Association and Brigade
St. Joseph's Hospital
St. Matthew's House
St. Olga's Nursing Home
Seniors' Tele-Touch
S.H.A.I.R. (Society for Hamilton Area International Response)
Southview School
Steel City Wheelers
Strathcona Community Centre
Sunshine Nursing Home

Telecare

Unitarian Service Committee of Canada
United Way of Burlington and Hamilton-Wentworth

Webber House
Welcome Inn
Women's Centre of Hamilton-Wentworth

Young Life of Hamilton

APPENDIX "E"

PROFILE FOR VOLUNTARY ORGANIZATIONS - COMMUNITY ORGANIZATIONS SURVEYED

SUMMER 1981

PRE-TEST:

Durand Neighbourhood Association

PULSE

Stoney Creek Citizens Association

SAMPLE:

Age in Action

Barrisfield Park Community Council
Bay Residents Association
Browns Park Community Council
Buchanan Sports Council

Central Area Planning Committee
C.H.O.P. (Clear Hamilton of Pollution)

Eastmount Community Council

Gilkson Community Council

Hamilton Coalition for Nuclear Responsibility
Hamilton El Salvador Solidarity Committee

Keith Neighbourhood Association

Local Architectural Conservation Advisory Committee

Mountview Community Council

Parkwood Community Council

Rosedale Community Council

Save the Valley Committee
South Central Community Council

TALUS

Upper James Street - Fennell Avenue to South Bend
Upper Wellington/South Bend/Mohawk

West Hamilton Community Council
Women in Trades and Industry

POOR

QUALITY

ORIGINAL